Answers to applicants — 14,200 enquiries, four channels

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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What the agent answers, and what it never says · fictional document

Fictional document — demonstration example

This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

Fictional document, produced for the demonstration. **The same dated version serves all four channels** — front desk, telephone, e-mail, messaging — **and the agent introduces itself as a digital assistant of the office from the first sentence, in keeping with article 50 of the European Artificial Intelligence Act, applicable since 2 August 2026.**

The 14,200 enquiries, and what they ask for

Subject	Enquiries a year	Answer available	Turnaround before	Turnaround after
Where has my application got to	**6,840**	**Real state of the file, missing document named**	**11 days in writing**	**Under a minute**

Subject	Enquiries a year	Answer available	Turnaround before	Turnaround after
Which documents am I missing	**2,910**	**The document, the line of the form, three ways of filing it**	11 days	**Under a minute**
How do I renew my application	1,780	Step-by-step guidance through the online form	Front desk or telephone	**Immediate, around the clock**
Can I add a town or change home size	1,460	Towns and home sizes open given the income declared	9 days	**Under a minute**
How many homes like mine are allocated here	760	**Allocations published by town and home size over 12 months**	Often no answer at all	**A dated figure**
Other subjects, passed to a caseworker	450	Handover with the subject noted and the documents brought together	—	—
Total	**14,200**	—	—	—

The item measured: answering an applicant about their file

Item	Share of the time, before	After	In minutes	Annual volume	Time returned
Finding the state of the file and writing the answer	**40 %**	**10 %**	**4 min 48 → 1 min 12**	**14,200**	**852 hours**

What is never said, and why that is a service rendered

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Wording set aside	Why	What is said instead
« Your home should come through around… »	**Allocation is the committee's decision; announcing a date would pre-empt it**	**The real state of the file, what is missing, and the allocations published for the town over 12 months**
« You are 214th on the list »	**There is no ranking: the committee assesses application by application**	**The real waiting time on the application and its registration date**
« You have a 70 % chance »	A probability produced by the machine would be a decision in disguise	The number of homes of the size requested allocated in the town last year

What the applicant gets instead is more useful and more verifiable: the exact state of their file, the document that is missing, the towns and home sizes they could add given their income, and the public figure for allocations in their town. **Three of those four let them act today; a supposed date would let them do nothing.**

Annual renewal — 604 removals, 431 avoidable

Arrangement	Reminders	Removals avoided, computed on the year just ended	Sending cost
In place today	1 reminder	—	5,900 sendings
Two reminders — 60 and 15 days	2	**366**	around 9,400 sendings
Three reminders — 60, 30 and 8 days (recommended)	**3**	**431**	**around 12,600 sendings**
Four reminders	4	442	around 18,500 sendings

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The return stops at three reminders: the fourth recovers 11 more households for nearly 6,000 additional sendings. The recommendation is costed, the decision belongs to the office — and it changes with a word, in both directions. **A household that confirms its renewal sees the following reminders stop at once; a household that asks not to be contacted on a channel is taken off it immediately, with no effect on its file.**

The channels, and what they change for access to the service

Channel	For whom	Account to create	App to install
WhatsApp Business	**Households already equipped — reaches people the online form does not reach**	**No**	**No**
Chat on the office's website	Households comfortable with the web	No	No
E-mail	Everyone	No	No
Post	**The 1,140 applications with no digital channel recorded**	**No**	**No**
Teams, Slack, messaging	The 7 staff of the department, without changing tools	No	No

Number of renewal reminders settled by the office: _____

Channels opened to applicants, settled by management: _____

Request a demo with your own documents

This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.
https://bluelemonagent.ai/en/secteur-public/metiers/agent-ia-agent-logement-social

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