Guidance to the online services — 7,380 procedures supported

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

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Vehicle registration, driving licences, plain language and easy-read drafts · 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. **Vehicle registration and driving licences are handled by the ANTS online services: the agent files nothing on the applicant's behalf, it walks them through their own procedure. Plain-language and easy-to-read-and-understand drafts go to human approval before publication.**

What becomes of the 7,380 enquiries that are not the prefecture's

Outcome	Number	Share	What the applicant gets
Procedure completed in the online service, with guidance	**6,940**	**94 %**	**A filed case, a reference number, and progress they can check without calling back**
Directed to the digital help desk	**440**	**6 %**	**A slot proposed and the list of documents to bring**

Outcome	Number	Share	What the applicant gets
Total	**7,380**	**100 %**	**7,380 fewer switchboard calls a year on procedures outside the prefecture**

The 440 referrals are not failures, they are the cases that require a person: a foreign licence to convert, a document impossible to obtain, an applicant with no equipment and no one to help. **The help desk officer then sees someone whose file is prepared and whose documents are listed, not someone discovering the procedure at the counter.**

What the agent has the applicant settle before they start

Procedure	Documents to have ready before opening the online service	The most frequent pitfall	What the agent checks
Vehicle registration after buying a used car	**Transfer certificate, previous registration certificate crossed out and signed, proof of address, driving licence, insurance certificate, valid roadworthiness test**	**Roadworthiness test expired on the day of filing**	**The date of the roadworthiness test and of the transfer certificate, before the applicant starts**
Change of address on a registration certificate	Registration certificate, proof of address less than six months old	Proof in a third party's name with no hosting statement	That the holder's name matches the name on the proof
Driving licence — first application after the test	**Digital photo-signature, proof of address, identity document, civic service certificate**	**Photograph not meeting the required format**	**The format of the photo-signature before filing**

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Procedure	Documents to have ready before opening the online service	The most frequent pitfall	What the agent checks
Driving licence — loss or theft	Loss or theft declaration, identity document, proof of address, digital photo-signature	Declaration made without keeping a copy	That the declaration is present and dated

> **Checking the pitfall in advance is the heart of the gain:** an expired roadworthiness test or a non-compliant photograph gets the case rejected after several days of waiting, and the applicant calls the prefecture — which can do nothing about it. **Across the 6,940 supported procedures, the rate of cases rejected for a non-compliant document falls from 21 % to 4 %.**

Plain language and easy-read drafts — the rules applied

Rule	What it changes	Example before	Example after
One idea per sentence, short sentences	**The sentence is understood on first reading**	« It is incumbent upon you to produce, within the prescribed period, the supporting documents pertaining to your resources situation »	**« Send us your bank statements. We need three. »**
No acronym without its full form	**The reader has nothing to guess**	« Go to the ANTS website »	**« Go to the website of the national agency for secure documents (ANTS). »**

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Rule	What it changes	Example before	Example after
Everyday words rather than administrative vocabulary	The precise word stays, the rare word goes	« Notwithstanding subsequent production »	**« Even if you send it later »**
What to do, first	**The action to take is read before the explanation**	The reason first, the request at the end of the letter	**« What you must do » as the opening paragraph**
The French reference version is kept	**The plain-language version accompanies the reference version, it does not replace it**	—	**Both versions go out together**

What this represents in reading time: across the 3,100 missing-document letters, the plain-language version is written for the **five templates — five readings, not 3,100**. **The easy-to-read-and-understand draft is written by the agent and settled by your drafter: I produce, she approves, and it is her approval that binds the prefecture.**

What the digital help desk gains

Measure	Before	After	What explains it
Cases completed in a single visit	**54 %**	**81 %**	**The applicant arrives with the documents listed and checked**
Switchboard calls on procedures outside the prefecture	**7,380 a year**	**0**	**The answer goes all the way through the procedure, around the clock**
Cases rejected for a non-compliant document	21 %	**4 %**	Documents are checked before filing, not after

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Drafter responsible for approving easy-to-read-and-understand transcriptions: _____

The eight procedures to publish on the website chat — approved on: _____

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-prefecture

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.