Answers to applicants — 26,800 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, what it announces by SMS, and appointments · 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** — desk, telephone, email, messaging — **and the agent introduces itself as a digital assistant of the prefecture in the first sentence, as article 50 of the EU regulation on artificial intelligence has required since 2 August 2026.**

The 26,800 enquiries, and what they ask for

Subject	Enquiries a year	Answer available	Delay before	Delay after
Where does my file stand, when will my permit be ready	**9,840**	**Real state of the file, applicable period and its expiry date**	**19 days in writing**	**Under a minute**

Subject	Enquiries a year	Answer available	Delay before	Delay after
Which document is missing from my file	**4,260**	**The document named, the line that requires it, three ways to submit it**	19 days	**Under a minute**
Vehicle registration, driving licence	**7,380**	**Step-by-step guidance through the ANTS online service**	Switchboard, often a referral	**Immediate, around the clock**
Booking or moving an appointment	3,210	Qualification of the request then a slot, or settlement online	Switchboard during office hours	**Immediate**
Associations and demonstrations	1,190	Documents to attach, applicable deadlines, state of the declaration	6 days	**Under a minute**
Other subjects, passed to an officer	920	Passed on with the subject noted, the documents matched and the deadline counted	—	—
Total	**26,800**	—	—	—

The measured item: answering an applicant on the progress of their file

Item	Before	After	Annual volume	Time returned

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Looking up the state of the file and drafting the answer	**8 minutes**	**1 minute**	**21,400 enquiries receiving an answer**	**2,496 hours**
Enquiries left without a written answer	**5,400**	**0**	**—**	**Answered without costing a minute of officer time**
Digital help desk queue on Monday morning	1,840 emails	**96**	—	—

What is never said, and why that is a service

Wording set aside	Why	What is said instead
« Your permit should be granted »	**The decision belongs to the prefect; announcing it would pre-empt it and bind the prefecture**	**The real state of the file, the conditions established by the documents, and what remains to be produced**
« Your permit will be ready around 15 November »	**An issue date does not exist until the decision is taken**	**The assessment period applicable to their application and the date it expires**
« You have a good chance »	A probability produced by the machine would be a decision in disguise	The conditions already established, those still to be established, and the document that would establish them

What the applicant gets instead is more useful and verifiable: their file number and filing date, the expiry date of their receipt, the exact state of their file, the missing document with its deadline, and the period applicable to their application. **Four of those five let them act today; a supposed date would let them do nothing and would expose you.**

SMS — the channel that reaches those the others do not

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What the SMS announces	What it never contains	What the applicant does next
Your permit is ready for collection	**Never the reason, never the outcome of a decision, never the person's situation**	They book an appointment through their usual channel
A document is missing from your file	**Never the name of the document, never the detail of the file**	They find the detail on the channel of their choice, or in the letter
Your appointment is confirmed	**Never a payment link, a username or a password**	They attend, or cancel and free the slot
Delivery	**Gateway established in the European Union**	**Messages sent rebilled at cost, with no margin**

> **SMS lands on an ordinary phone: no email address, no account, no application, no data plan and no smartphone. It is an outbound notification channel, not a conversation channel: the applicant does not write back there — they reach the prefecture on WhatsApp Business, the website chat or by email. Telling someone their permit is ready, or that a document is missing, is non-take-up avoided and equality of access.**

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

Channel	For whom	Account to create	Application to install
WhatsApp Business	**Applicants already equipped — reaches people the online service does not reach**	**No**	**No**
Prefecture website chat	Applicants comfortable with the web	No	No

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Channel	For whom	Account to create	Application to install
Digital help desk email	Everyone	No	No
SMS — outbound notification	**Ordinary phones, with no email address and no data plan**	**No**	**No**
Microsoft Teams, Slack, mailbox	The 31 directorate staff, without changing tools	No	No

Residence desk appointments — 2,853 slots returned out of 8,880

Item	Before	After	Slots returned	What explains it
Appointments not belonging at the desk	**1,610**	**0**	**1,610**	**The request is qualified before a slot is offered, and settled online where it can be**
Appointments not honoured	**2,042 — 23 %**	**799 — 9 %**	**1,243**	**Two SMS reminders, at 72 h then 24 h, and automatic release of the slot on cancellation**
People turned away for want of a document	611	**List confirmed at booking**	—	The cause is removed before the journey
Wait for an appointment	**47 days**	**36 days**	**2,853 in total**	**32 % more desk capacity, at constant headcount and with no additional slot**

Number of reminders	Projected no-show rate	Messages sent a year	What the extra reminder brings

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No reminder — current situation	23 %	0	—
One reminder at 24 h	14 %	8,880	9 points
Two reminders, at 72 h and 24 h (recommended)	**9 %**	**17,760**	**5 points more**
Three reminders	8.6 %	26,640	**0.4 point for 8,880 more messages**

The return stops at two reminders: the third gains 0.4 point for 8,880 extra messages rebilled at cost. The recommendation is quantified, the decision belongs to the prefecture — and it changes with a word, in both directions. **An applicant who confirms sees the following reminders stop that second; an applicant who asks not to be contacted on a channel is removed from it immediately, with no effect on their file.**

Number of appointment reminders settled by the directorate: _____

Channels opened to applicants, settled by the directorate: _____

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.

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