Abandonments at the upload screen

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

Document issued on 09/11/2026

118 abandonments · 3 weeks · 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 demonstration. **This log is about screens, not people.** It exists to fix a form.

Screen	Abandonments	Share
Screen 1 — identity	9	8%
Screen 2 — circumstances	14	12%
Screen 3 — document upload	**86**	**73%**
Screen 4 — summary	9	8%

The 86 abandonments at screen 3

Situation	Count	Cause
At least one file failure	**84**	—
of which size exceeded	**71**	**5 MB limit**

Situation	Count	Cause
of which format rejected	13	Extension refused
No prior failure	2	Undetermined

> **Seventy-one abandonments out of a hundred and eighteen come from a size limit stated nowhere.** That is not a digital-skills problem: it is an error message that does not say what to do.

What those residents did next

What followed	Count
Called the department	14
Wrote in	9
Did nothing	**61**

Sixty-one residents disappeared leaving no trace anywhere but this log. They are why help triggered on failure makes sense: at the moment of failure, they are still there.

What is proposed, and what still needs fixing

Action	By the agent	By the authority
Detect the failure in real time	**Yes**	—
Offer help in the chat	**Yes**	—
Fix the portal's error message	—	**Yes**
Raise the size limit	—	**Yes, if you decide to**

LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales

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/solutions/agent-ia-aide-demarches-en-ligne

---

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.