Upload blockage — the real cause

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **No document is handled by the agent.** A supporting document is uploaded by the resident, on their own account — an intermediary in that chain creates a question nobody wants to answer.

What the resident describes, and what happened

Element	What she says	What the log says
Nature of the problem	"the site rejects my proof"	**Upload failed, size exceeded**
File size	—	**12 MB**
Form limit	—	**5 MB**
Message shown	"upload failed"	"upload failed"

The message shown carries neither the cause nor the limit. The resident could not have guessed: she concluded her document was not accepted, which is accurate and unrelated to the real reason.

What she was told, in three sentences

"Your document is accepted; it is its size that blocks: it is 12 MB and the limit is 5. If you photographed it with your phone, retake the photo at medium quality, or use the 'reduce size' option when sending. You can also upload a scan, which is almost always lighter."

What was not offered

Possible offer	Made?	Why
Receive the file and upload it on her behalf	**No**	**Breaks the upload chain**
Ask her to email it to the department	**No**	Bypasses the portal, and the department has to re-upload it
Explain how to shrink the file	**Yes**	She stays in control of her own document

> **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

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