



The inspection unit's flow — 9,400 enquiries, 11 topics, 1,051 hours

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

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12 months of enquiry log, matched against the register of reports and the filing plan · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The measurement covers the QUEUES and the DELAYS of the service, never what a named member of staff does. The 11 reference answers are written, sourced by article number and dated: the unit rereads eleven texts, not 6,580 replies. All eleven carry the general law applicable to everyone — none of them covers an individual situation, which is for the inspector.**

Where the year's 9,400 enquiries come from

Channel	Enquiries	Share	What it costs today	What changes
Calls to the unit	5,600	59.6 %	1,372 ring unanswered — 24.5 %	All answered; the 11 topics handled in full

Channel	Enquiries	Share	What it costs today	What changes
Service emails	2,400	25.5 %	12 days average delay	1 day
Counter visits	900	9.6 %	Queue, file searched for in front of the caller	File assembled before the interview: reference, history, current deadline
Website forms	500	5.3 %	6 days before the first acknowledgement	Qualified acknowledgement within the minute, with the reference and the missing item
Total	9,400	100 %	—	—

The 11 topics covering 6,580 enquiries — and the dated source of each answer

Topic	Enquiries	Source of the reference answer	Dated version
Overtime and its premium	1,180	Labour Code, art. L3121-36 — with a pointer to the applicable company or sector agreement	01/01/2026
Compulsory notices and disclosures	940	Labour Code + the unit's information sheet	01/01/2026
Pay, payslip and time to act	820	Labour Code, art. L3245-1	01/01/2026
Paid leave — accrual, taking, allowance	690	Labour Code + the sector's extended collective agreement	01/02/2026
Maximum working time and rest	640	Labour Code + prefectural derogation orders	12/04/2026

Topic	Enquiries	Source of the reference answer	Dated version
Termination of contract and end-of-contract papers	580	The unit's information sheet, sheet 3	01/01/2026
Filing a report and what becomes of it	520	The unit's service note	01/01/2026
Prevention and information medical visit	410	The unit's information sheet, sheet 7	01/01/2026
Single staff register	310	Labour Code + the unit's information sheet	01/01/2026
Employee representation	290	The unit's information sheet, sheet 5	01/01/2026
Access to the applicable collective agreement	200	Extended collective agreements of the 4 dominant sectors	01/03/2026
Total covered	6,580	70.0 % of the flow	—

The three costed items — the calculation rule sits in front of each line

Item	Annual volume	Today	After	Hours returned
Regulatory letter drafted on a template	2,180	12 min, of which 60 % mechanical re-entry — 7 min 12	10 % — 1 min 12 of rereading	218 h
Information reply to a member of the public	6,580	9 min, of which 40 % drafting — 3 min 36	10 % — 54 s	296 h
Document filing	3,100 items	100 % manual — 56 h/month, 672 h/year	20 % — 134 h of checking	537 h

Item	Annual volume	Today	After	Hours returned
Total	—	—	—	1,051 h

Conversion, single basis, rounded down: 1,051 hours is **more than thirty weeks of 35 hours** (30.0 exactly) and **more than six months of 151.67 hours**. **The reference figure remains the 1,051 hours**; the conversion illustrates it, it does not replace it. **Watch hours are not counted in this total**, for want of a measurement the unit could check for itself.

The survey nobody had the days to run

What the report is missing	Reports over the year	Share of the 1,460	Measured consequence
Workable identification of the establishment	243	16.6 %	Request for further information, 21-day average turnaround
Date or period of the facts	201	13.8 %	The facts cannot be placed against the applicable version of the text
Job and length of service of the person concerned	132	9.0 %	Attachment to the right establishment file is uncertain
Total incomplete reports	604	41.4 %	Some of which never come back at all

Version of the 11 reference answers settled by the head of the inspection unit, on:

What this document does not contain, deliberately: no ranking of establishments, no risk score, no target list. The 6,200 establishments in the area appear nowhere in rank order. The choice of interventions belongs to the inspectors, who « *are free to organise and conduct inspections on their own initiative and*

decide what follow-up to give them » — Labour Code, article L8112-1.

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.