Annual review — 3,210 hours returned to the service

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

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Log of answers, switchboard and online-service records · 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 calculation belongs to the town and fits in three lines** — it can be redone without us, from the service's own logs. **This is the page to attach to the council notice.**

The calculation, item by item

Item	Share of the request's time	Minutes	Annual volume	Time returned
Routine information	**60 % → 8 %**	**6 min → 48 s**	**27,600**	**2,392 hours**
Help filling in an online service	40 % → 14 %	12 min → 4 min 12	4,100	**533 hours**
Routing to the right department	15 % → 6 %	3 min → 1 min 12	9,500	**285 hours**

Item	Share of the request's time	Minutes	Annual volume	Time returned
Total	—	—	—	**3,210 hours — the equivalent of two full-time officers**

These hours are not a budget saving, and they should not be presented as one before a council: no post has been cut, none has been created. **It is officer time returned to the service delivered to residents** — and what defends in the chamber is what that time has produced.

What those hours produced — the deadlines met for the resident

Commitment	Before	After	Source
Unanswered calls	**8,892**	**512**	Switchboard log
Reply to an e-mail	**6 days**	**1 day**	Log of answers
Abandonment of the resident-parking online service	**31 %**	**7 %**	Online-service records
Benefit files complete on transfer	**1,240 out of 3,100**	**3,007 out of 3,100**	Files transferred
Time between filing and decision on a benefit	**21 days**	**9 days**	Register of decisions
Arrivals at appointments without documents	**17 %**	**3 %**	Appointment register
Routing to the right department first time	—	**96 %**	Routing log

Equal access — what is not counted in hours

Measure	Value	Reading

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Residents who had never come to the counter and obtained their answer	**214 over a quarter**	**It may be the only figure the elected members remember**
Exchanges conducted in easy-read French	640	Equal treatment, not a comfort option
Saturday help desk	**96 people, 61 of them unable to come during opening hours**	**With no extra opening hour to fund**
Content discrepancies between the four channels	**0**	**The same dated version everywhere**

The figure the agent publishes about itself, published with the rest

Finding	Volume	Measured cause	What was done
Substantive corrections, quarter 1	**214 out of 6,240 — 3.4 %**	**171 drawn from an outdated procedure sheet**	**Dated sheets and nightly matching against the published decisions**
Substantive corrections, quarter 2	**39 out of 6,890 — 0.6 %**	Situations without precedent	**7 further reference topics proposed**

The framework measurements

Indicator	Year
Logged answers	**13,130**
Decisions on a resident's entitlements taken without a caseworker	**0**
Resident data that left the town's network	**0**
Transfers outside the European Union	**0**
Out-of-role accesses recorded in the log	**0**

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These zeros are not a cautious setting: they are the way the agent is wired.
The technical read account has no write permission, and the decision on an entitlement belongs to the caseworker.

For the town to settle

Date for presenting the review to the town council: _____

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-charge-accueil

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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