Online procedures — abandonment down from 31 % to 7 %

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4,100 walkthroughs, 6 online services · 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 resident enters their own credentials and validates their own procedure — it is that action which makes the procedure theirs, therefore valid, and which means it can never be held against them. The agent prepares everything that comes before.**

An online service is a procedure residents complete themselves on the web. Non-take-up is the entitlement a person holds and does not obtain, for want of having reached the end of the procedure.

Where abandonment happens — measured on the resident-parking online service

Screen	Share of abandonments	Measured cause

Proof of address	**47 %**	**The document is not to hand at the moment of filling in**
Vehicle registration	**31 %**	**Same cause**
Account creation	14 %	Credentials forgotten
Payment	8 %	Procedure resumed later
Total abandonments	**31 % of residents**	**78 % of abandonments come from a missing document, not from a badly built screen**

The abandonment is not technical: the person starts, a document is missing, they close the page and never come back. **Giving the document list before the first screen removes the cause, not the symptom** — and that is half the abandonments dealt with without a single line of code moving.

What the agent does across the six online services

Stage	What the agent brings	What the resident does
Before the first screen	**The full list of documents to prepare, with how to obtain each one**	They gather their documents
During filling in	**Screen-by-screen guidance, reading out what is asked and why**	They follow and understand
On the personal account	**Pre-filling in front of the resident from the documents brought — civil status, address, file numbers**	**They enter their credentials and they validate**
Before validation	**The missing document is flagged**	They complete it before sending
Afterwards	**A summary of what was filed and of what remains to be done**	They leave with a written record

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The measured result

Measure	Before	After	Reading
Abandonment of the resident-parking online service	**31 %**	**7 %**	**The remaining 7 % were waiting on a document issued by another body**
Help with filling in	**12 minutes — 40 % of the walkthrough's time**	**4 minutes 12 — 14 %**	**533 hours returned to the service across 4,100 walkthroughs**
Walkthroughs carried through to the end	2,829 out of 4,100	**3,813 out of 4,100**	**984 more residents obtain their entitlement**

> **984 procedures carried through are 984 residents who will not come back to the counter for the same thing** — and as much officer time going back to those whose situation genuinely needs an officer. **The six document lists are written and ready to post at the head of each online service.**

For the town to settle

Order of publication of the 6 document lists on the website: _____

> **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

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connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.