Accessibility — easy-read French, tested, and 19 points of the standard

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

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Equal access to the service, and the fight against non-take-up · 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. **It is the residents least at ease with writing and with digital tools who decide whether the service is truly delivered to everyone — and it is the first place where the agent serves without taking anything away from anyone.**

The 15 answers, in all their versions

Version	What changes	Who chooses
Plain French	The town's usual wording	The resident
Easy-read	**Short sentences, one message per sentence, everyday words rather than administrative ones**	**The resident — never the officer**
Comprehension test	**The 30 versions read aloud to 21 volunteer residents; 12 sentences out of 88 rewritten**	The resident

Easy-read means "easy to read and understand". **The test does not come from a bought panel:** it comes from the town's own residents. **A neighbouring town would not have the same twelve sentences** — and **every easy-read version is rewritten from the version in force, never from a previous one, and carries the same date as it.**

The town website — what is a matter of wording

Point revised	What was done	Effect
Link labels	**Explicit out of context**	**A screen reader announces the link, not "click here"**
Heading structure	Hierarchy put back in order across the 62 sheets	The page can be browsed from the keyboard
Alternative text for images	Written to describe the image	Visuals stop being mute
What belongs to the site's code	**19 ready-to-send defect sheets, each with the page, the criterion and the correction expected**	**The provider only has to fix them, and the town has nothing to draft**

The public accessibility standard is the general framework for improving accessibility, which applies to public websites. **The agent handles everything that is a matter of wording and hands the provider the quantified list of what belongs to the code — 19 points, each with its page and its correction, which turns a vague piece of work into a precise order.**

What that gave over a quarter

Measure	Value	Reading
Exchanges conducted in easy-read French	**640**	Across the four channels
Sentences rewritten after the comprehension test	**12 out of 88**	Twelve sentences the service held to be clear

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Measure	Value	Reading
Residents who had never come to the counter and obtained their answer	**214**	**That one is not counted in hours, and it may well be the only one the elected members remember**
Saturday-morning help desk for online procedures	**96 people received**	One hour a week
of whom unable to travel during opening hours	**61**	**The service reaches them without an opening hour being funded**

> **The Saturday help desk is run by the agent, with a front-desk officer on call** for anything outside the 15 topics. **It adds no opening hour to fund and takes none away from the residents of the week.**

For the town to settle

Slot chosen for the weekly help desk on online procedures: _____

> **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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