



The front-desk flow — 41,200 enquiries, 15 topics

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Twelve months of logs, four channels · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The measurement is of what the town receives and produces, never of what a person does. The 15 reference answers are written, sourced and dated: the town reads them, corrects with a word and settles the version.**

What the town receives every year

Channel	Annual volume	Of which the 15 recurring topics	Observation
Telephone calls	23,400	16,100	8,892 unanswered — 38 %, concentrated in four hours of the day
Counter visits	14,300	8,600	Spread over 39 opening hours a week
E-mails	3,500	2,900	Average reply time: 6 days

Channel	Annual volume	Of which the 15 recurring topics	Observation
Total	41,200	27,600 — 67 %	Two enquiries in three already have their answer written somewhere

The 15 topics — 27,600 enquiries out of 41,200

Topic	Enquiries a year	Where the written answer is
Identity documents — national identity card, passport	5,200	Website procedure sheet — the one whose floor has changed
School and after-school enrolment	3,900	After-school service rules, decision on rates
Resident parking	2,800	Website procedure sheet — the one whose rate has been revised
Civil status — records, family book	2,400	Website procedure sheet
Canteen — pricing by household income	2,150	Decision on rates, service rules
Bulky waste and green waste	1,900	Published collection calendar
The town's discretionary benefits	1,640	Decisions on benefits, document checklists
Planning — first level, documents required	1,450	Filing slips
Cemetery and burial plots	1,180	Cemetery rules, decision on rates
Electoral roll	980	Website procedure sheet
<i>... and 5 further topics</i>	4,000	Procedure sheets and town decisions

Topic	Enquiries a year	Where the written answer is
Total	27,600	The answer existed; what was missing was availability

The three items measured, and what the agent does with them

Item	Share of the request's time, before	After	In minutes	Annual volume	Time returned
Answering a routine information request	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
Total	—	—	—	—	3,210 hours a year

3,210 hours is the equivalent of two full-time officers returned to the service. No post is cut and none is created: it is officer time given back to the situations that deserve an officer, and **before a town council, what defends is what that time has produced.**

The deadlines the town was meeting, and those it is going to meet

Commitment	Before	What explains it	After
Calls answered	14,508 out of 23,400	Seven staff for four channels, peaks at 9 a.m. and 4 p.m.	22,888 out of 23,400

Commitment	Before	What explains it	After
Reply to an e-mail	6 days	E-mail waits for the lull in footfall	1 day
Resident-parking online service completed	69 %	Missing document discovered mid-form	93 %
Benefit files complete on transfer	1,240 out of 3,100	The check happens at assessment, not at the counter	3,007 out of 3,100

None of these deadlines is a matter of how well the staff work: they follow from seven people holding four channels at once. **That is exactly the load an agent absorbs without taking anything away from anyone — and the 3,210 hours go back to the residents who need an officer in front of them.**

For the town to settle

Order in which the 15 topics are opened, settled by the head of front-desk services:

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.