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

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

Document issued on 09/11/2026

Twelve months of logs, four channels · 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 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 |
| *… and 5 further topics* | 4,000 | Procedure sheets and town decisions |



LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales

| 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** |



LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales

| 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:

_____

> **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.



LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales