# Direct-answer mandate — 15 topics, capped and dated

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

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No individual case, review at three months · 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. **For as long as the mandate is unsigned, the agent prepares draft answers and an officer sends them. Once signed, it takes effect the next morning, and the review is set in advance for the 15th of the third month.**

## What the mandate delivers — the figure that decides

| Measure | Without the mandate | With the mandate |
|---|---|---|
| **Average reply time on an e-mail** | **6 days** | **1 day** |
| **Request arriving on Friday evening** | **Handled on Tuesday** | **Handled on Friday evening** |

| Measure | Without the mandate | With the mandate |
|---|---|---|
| Enquiries falling within the 15 topics | 27,600 a year | **27,600 handled at any hour** |
| **Unanswered calls** | **8,892** | **512** |
| **Answer on an ongoing individual case** | **6 days** | **Written and handed to an officer within 2 hours — they are the one who sends it** |

## The mandate, in six lines

| Clause | Content |
|---|---|
| **Exact scope** | **The 15 topics, listed by name, and nothing else. Any request outside the list reaches an officer with a draft answer, written, sourced and dated, ready to go out from them** |
| **Ongoing individual cases** | **Outside the mandate: a benefit claim under assessment or a civil-status situation is handed to an officer already written, with the file's documents alongside — it goes out from them, which makes it reasoned and open to challenge** |
| **Statements carried by every answer** | **The procedure sheet or the town decision it rests on, with its date, and a statement that the answer was prepared by a digital assistant of the town** |
| **Next-day check** | **A one-page daily record of the answers that went out the day before — an answer to be corrected is caught within the hour** |
| **Term** | **Reviewed after three months, with the record of what has changed. Without an explicit decision at the review, the mandate stops — it is renewal that requires a signature** |
| **Withdrawal** | **A word from the head of front-desk services, and direct sending stops within the minute; answers revert to drafts for approval, and nothing else changes** |



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## The 15 topics covered, by name

| Topic | Enquiries a year | Source of the answer |
|---|---|---|
| Identity documents | 5,200 | Procedure sheet, up to date |
| School and after-school enrolment | 3,900 | Service rules, decision on rates |
| Resident parking | 2,800 | Procedure sheet, up to date |
| Civil status — general information | 2,400 | Procedure sheet |
| Canteen — pricing by household income | 2,150 | Decision on rates |
| *… and 10 further topics* | 11,150 | Procedure sheets and published decisions |
| **Total covered by the mandate** | **27,600** | **Every answer carries its source and its date** |

## What is published to residents

| Medium | Content | Where |
|---|---|---|
| Information note | What the assistant handles, what goes to an officer, how to ask for an officer | **Displayed at the counter and on a dedicated website page** |
| **Opening message on the telephone and on the chat** | **The digital assistant statement, from the first sentence** | **At every contact, without exception** |
| Information item at the town council | Presentation of the mandate and its scope | The sitting following signature |

## The review calendar



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| Milestone | What is produced | Who decides |
|---|---|---|
| D+30 | First record: volumes by channel, deadlines, answers corrected | For information |
| **D+90** | **Full record and a proposed revised scope — the 7 further topics drawn from the particular situations** | **The head of front-desk services — without an explicit decision, it stops** |
| At any time | Withdrawal of a topic or of the whole mandate | The head of front-desk services |

**A written mandate, capped, dated and withdrawable with a word is not a precaution: it is what makes it possible to say yes.** The town does not choose between reading 27,600 answers and signing a blank cheque — **it signs a named scope, and it takes it back whenever it wishes.**

## For the town to settle

Date of signature of the mandate and date of the three-month review: _____

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https://bluelemonagent.ai/en/secteur-public/metiers/agent-ia-charge-accueil

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