



Direct-answer mandate — 15 topics, capped and dated

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Document issued on 24/09/2026

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

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
<i>... and 10 further topics</i>	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

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: _____

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.