Routing — 9,500 vague requests a year

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

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96 % to the right department first time · 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 routing tree is written from the 62 procedure sheets and the departmental chart. The five heads of department concerned read it — one line each, half an hour in all — and it then serves identically across the four channels.**

Where the agent starts, and where it arrives

What the resident has in hand	What the agent does with it	What the resident leaves with
A letter from the town, with a reference	**The reference is matched against the issuing department and the procedure concerned**	**The department, the floor, the opening hours, the documents to bring**
A date and an approximate department name	Matched against the chart and the sheets	The right contact, with no further hand-off

What the resident has in hand	What the agent does with it	What the resident leaves with
A situation described in everyday words	**Matched against the 62 procedures**	**The corresponding procedure, and the appointment booked where one is needed**
A request belonging to another counter	**The competent counter identified**	**Its name, its address, its opening hours and its processing time**

The result measured over the trial quarter

Measure	Value	Reading
Vague requests handled	**2,375**	On a rate of 9,500 a year
Routed to the right department first time	**2,288 — 96 %**	**As many counter-to-counter hand-offs removed**
Belonging to a competence outside the town	**87**	**They left with the counter's name, its address and its processing time — what the resident was looking for**
Time taken by routing	**3 minutes → 1 minute 12**	**15 % → 6 % of the request's time**
Time returned over the year	**285 hours**	Across 9,500 requests

A vague request used to cost 20 minutes when it crossed two or three departments. What weighed was not the time of the answer, **it was the time of the journey** — and that is exactly what the tree removes, for the officer as much as for the resident.

What the tree carries, department by department

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Department	Requests routed per quarter	What the agent attaches
Documents and civil status	**710**	**Documents to bring, appointment booked, reminder the day before**
Schools and after-school	540	Document list, enrolment calendar
Discretionary benefits	**420**	**Document list for the benefit concerned and the household-income calculation already set out**
Planning	380	Filing slip, attendance hours
Parking and highways	238	Up-to-date procedure sheet
Counters outside the town	**87**	**Name, address, opening hours, processing time**

> **The tree serves the same dated version at the counter, on the telephone, by e-mail and on the website chat. A resident who calls and a resident who writes obtain the same routing — which is what makes equal treatment verifiable rather than merely asserted.**

For the town to settle

Heads of department designated to read the tree: _____

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