



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

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: _____

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.

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