



Appointment booking — 1,420 booked over a quarter

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Arrivals without documents down from 17 % to 3 % · 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 agent books slots only within the windows the departments have opened, never outside them. An appointment with an elected member is never booked directly: the request is passed on with three free slots, and the member picks one with a word.**

What the agent does for every appointment

Stage	What the agent does	Who decides
Qualify the request	Subject, competent department, time to allow, documents the procedure requires	Rules set by the departments
Offer the slot	Within the windows opened by the department, never outside them	The department opens the windows

Stage	What the agent does	Who decides
Confirm	Immediate confirmation, with the document list attached	—
Remind	The day before, with the document list repeated	—
Appointment with an elected member	Request passed on with the subject, the resident's file where one exists, and three free slots	The member — confirmation to the resident within the hour

The result measured over the quarter

Measure	Last year	This quarter	What it changes for the resident
Appointments booked	1,180	1,420	Booked at any hour, Saturdays included
Arrivals without the required documents	17 % — 201 people	3 % — 43 people	199 wasted journeys spared, and as many slots given back to other residents
Time to confirm an appointment with an elected member	11 days	Within the hour	The resident knows where they stand the same day
Appointments booked outside opening hours	0	486	Someone in work no longer has to take half a day off to call

The 199 journeys spared are not a comfort figure: they are 199 residents who completed their procedure first time, and **199 slots that did not go to waste. The day-before reminder is the most profitable action in the whole arrangement, and it costs zero officer hours.**

The document list, by type of appointment

Appointment	Documents announced at booking	Reminder the day before
Identity document	Old document, proof of address less than a year old, compliant photograph, pre-application number	Yes, the whole list repeated
School enrolment	Family book, proof of address, insurance certificate	Yes
Discretionary benefit	Tax notice, proof of address, documents specific to the benefit claimed	Yes, with the household-income calculation already set out
Planning — filing	Form, plans, photographs	Yes

No slot is opened by the agent: the windows are the ones the departments have decided on, and the agent fills them. **That is what means a department never has to defend an appointment it would not have wanted — and that it can close a window with a word.**

For the town to settle

Appointment windows opened by each department: _____

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