Appointment booking — 1,420 booked over a quarter

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

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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

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

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deployment chosen.