Switchboard — 23,400 calls, 8,892 unanswered

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

Document issued on 09/11/2026

Twelve months of the switchboard log · 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 introduces itself as a digital assistant of the town from the first sentence.** This is not an option that can be switched off: the European regulation on artificial intelligence requires informing anyone who interacts with an AI system, and **the resident can ask for an officer at any time — the request then goes out with the topic already noted.**

What the switchboard receives, hour by hour

Slot	Calls a year	Unanswered	Measured cause
8.30 – 10.30	**7,900**	**4,260**	**Opening peak, counter full at the same time**
10.30 – 12.00	4,300	890	Steady flow

Slot	Calls a year	Unanswered	Measured cause
12.00 – 1.30 p.m.	2,100	1,640	**Lunch break, a single line held**
1.30 – 4 p.m.	**5,400**	**852**	Steady flow
4 – 5.30 p.m.	**3,700**	**1,250**	**Second peak, end of the school day**
Total	**23,400**	**8,892 — 38 %**	**Seven staff for four channels**

The 8,892 unanswered calls are not a matter of reception quality. They follow from two peaks in the day when the counter and the telephone call on the same people at the same moment. **That is exactly the load an agent absorbs, at any hour, without taking a single call away from a front-desk officer.**

What the agent handles, and what goes to a front-desk officer

Nature of the call	Annual volume	Handling	What the resident obtains
The 15 recurring topics	**16,100**	**Immediate answer, at any hour**	**The reference answer, with its source and its date**
Competence outside the town	**2,400**	**Routing to the competent counter**	**Name of the counter, address, opening hours, processing time**
Appointment request	2,900	**Slot booked in the right department**	List of documents and a reminder the day before
Ongoing individual case	**1,490**	**Passed to an officer with the topic noted**	**An officer's answer within 2 hours**
Resident asking for an officer	**512**	**Dated call-back, topic already noted**	**An officer, without having to explain again**

LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales

The measured result

Measure	Before	After	What it changes for the resident
Unanswered calls	**8,892 — 38 %**	**512 — 2 %**	**8,380 residents who will no longer have to call three times**
Answering window	**39 hours a week**	**Any hour, Saturdays and the lunch break included**	**Someone in work can call after their day**
Answering a routine information request	**6 minutes — 60 % of the request's time**	**48 seconds — 8 %**	**2,392 officer hours returned to the service**
Calls passed to an officer	—	**512, with the topic already noted**	The officer does not start from scratch

The rule of competence — what goes to the competent counter

Request	Competence	What the agent gives
Departmental social benefits	**The department**	**Contact details, days of attendance, documents to prepare**
Waste collection	The inter-municipal authority	Calendar, service number, collection day for the street concerned
A planning application under examination	**The town's planning department**	**The request is passed to an officer — progress on the case belongs to them**
Tax, pensions	State services	Competent counter, address, opening hours

LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales

An approximate answer given in the town's name costs more than an unanswered call — and the agent does not have to choose between the two: it gives the counter, the address, the opening hours and the processing time, which is exactly what the resident was looking for. **Of the year's 2,400 out-of-competence requests, none left without a complete route.**

For the town to settle

Opening hours of the assisted switchboard: _____

Request a demo with your own documents

This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.

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

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.

LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales