Answers to third parties — 3,800 enquiries, 12 subjects

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Document issued on 09/11/2026

Suppliers and spending departments · 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 states from the first sentence that it is a digital assistant of the finance department, not a member of staff.** This is not an option that can be switched off: **the European regulation on artificial intelligence requires that anyone interacting with an AI system be informed**, and **the caller can ask for a person at any time.**

The twelve subjects — 2,890 enquiries out of 3,800

Subject	Enquiries per year	Who calls	Where the answer sits
Where is my invoice?	**1,340**	Suppliers	**Actual status of the document in the software, with the date of each step**
Which document must I provide?	**620**	Suppliers and departments	List of documents required by type of expense

Subject	Enquiries per year	Who calls	Where the answer sits
Which account should this expense be posted to?	**410**	**Spending departments**	**M57 chart of accounts and the department's internal guidance**
… and 9 other subjects	520	Suppliers and departments	Departmental guidance, adopted tariffs, payment schedule
Total	**2,890**	—	**The answer existed; it was availability that was missing**

What goes to the competent counter rather than getting an approximation

Request	Competence	What the agent gives
Actual settlement date, means of payment	**Assigned public accountant**	**The competent service, its contact details and the time to expect — never an estimate given in the municipality's name**
Challenge to a receivable	Department that issued the revenue order	Contact details, documents to produce, time limit
Status of a contract file	Contracts officer	The request is passed on with the subject and the contract number

A wrong answer given in the finance department's name costs more than an unanswered call. The agent never completes an answer outside its scope: **it gives the counter, the address and the time limit**, which is exactly what the caller was looking for.

The gain, measured

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Item	Share of the enquiry's time	In minutes	Annual volume	Time returned
Answering a recurring question from a third party	**10 % → 6 %**	**6 min → 3 min 36**	**3,800**	**152 hours**

Measure	Before	After
Availability	Department opening hours	**At any hour — a supplier calling on Friday at 6 p.m. gets their status**
Monday morning call-backs	Numerous	**Removed for the twelve subjects**

> **The twelve answers are written, sourced and dated; reading them takes half an hour.** Once approved, the switchboard answers that very night, and **the department receives every morning the page of what went out.**

For the authority to settle

Date for reading the twelve answers: _____

> **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-comptable-public

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deployment chosen.