



Year results — 18,036 hours given back to support

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Document issued on 24/09/2026

One side for the steering committee · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The calculation can be redone on the service's logs**, item by item.

The calculation, in three lines

Item	Annual volume	Unit time	Hours given back
Interview preparation	31,000	27 min → 9 min (45 % → 15 %)	9,300 h
Interview records	31,000	18 min → 5 min (30 % → 8 %)	6,717 h
Recurring questions	52,000	6 min → 3 min 40 (10 % → 6 %)	2,019 h
Total	—	—	18,036 h

These hours are adviser time given back to the relationship, at unchanged headcount: no post cut, no post created. This is not a staffing saving — **it is public spending that produces more support for the same running budget.**

What the hours became

Measure	Before	After
Interviews prepared	38 %	100 %
Records available the same day	59 %	96 %
Diagnosis set at the first interview	54 %	82 %
Matches leading to a job interview	11 %	19 %
Support dropouts	21 %	9 %
Appointment no-shows	22 %	8 %
Grants awarded to people who had not claimed them	—	764

The figure that does not flatter the agent

Quarter	Proposals	Set aside	Rate
First	1,890	510	27 %
Second	1,940	174	9 %

The framework measures

Indicator	Year
Guidance, referrals or grants decided without an adviser	0
Jobseeker data out of the service	0
Transfers outside the European Union	0

Indicator	Year
Fairness gaps above the threshold, over 6 months	1, corrected in April

This page is given as it stands to the steering committee with the agenda: a figure read the day before is discussed better than a figure discovered in session.

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.