



Current picture — 9,400 pathways and three time items

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12 months of support reread · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Every measurement comes from the service's own files** — 9,400 pathways, 31,000 interviews over twelve months — and not from an outside benchmark.

The three time items measured

Item	Today	With the agent	In minutes
Preparing a support interview	45 % of the interview's time	15 %	27 min → 9 min (60-minute interview)
Writing an interview record	30 %	8 %	18 min → 5 min
Answering a recurring jobseeker question	10 %	6 %	6 min → 3 min 40

What rereading the pathways showed

Finding	Measure	Consequence
Preparations done in the 5 minutes before the interview	62 %	A caseload of 204 people per adviser leaves no other slot
Interviews actually prepared	38 %	The adviser pieces things together instead of listening
Records written more than 48 h later	41 %	The person's words, the barriers and the commitments are lost
Pathways interrupted with no recorded reason	21 %	One jobseeker in five leaves without anything being fixable
Jobseekers eligible for a grant never claimed	1,340	Entitlements opened by the schemes and never exercised

The year's volume

Element	Volume
Jobseekers supported	9,400 — 204 per adviser
Interviews	31,000
Enquiries by phone, message, e-mail	52,000
Active local vacancies	12,400
Schemes, partners and procedures to know	340

The career summary of the 9,400 files is already written, one page per person, and it regenerates with every document filed. **Three volunteer advisers test it for a week, correct what is missing, and the service switches over the following week.**

For the service to settle

Volunteer advisers for the trial week: _____

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.