



Quarterly review — the time returned to face-to-face support

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163 hours a month · 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. **163 hours a month equals one full-time member of staff — and it is not a post to be cut.** It is a support post the centre could not afford to create.

Where the hours come from

Item	Page benchmark	Before → after	Monthly volume	Hours returned
Multi-agency enquiry	—	12 min → 3 min	210	31 h
Support on a common procedure	60 % → 10 %	43 min → 7 min	140	84 h
Multi-agency case	100 % → 20 %	2 h 30 → 30 min	24	48 h

Item	Page benchmark	Before → after	Monthly volume	Hours returned
Step-by-step explanation of a procedure	40 % → 10 %	12 min → 3 min	included above	—
Total				163 h a month

What those hours became

Use of the time returned	Measure
Long one-to-one support	+38 %
Outreach sessions	2 opened in the most remote municipalities
Appointment wait	19 days → 6 days
Incomplete cases per quarter	29 → 9
Non-take-up situations flagged	41, of which 12 procedures started
Journeys avoided	47 a month
Redos on lists handed over	5 in 34 → 1 in 34

The figure that does not flatter the agent

Item	Value
Visits over the quarter	1,410
Answers corrected by the adviser before hand-over	87 — i.e. 6 %
Cause identified	61 of the 87 concerned two agencies whose rules changed during the quarter
Correction applied	Those two agencies are now re-checked every Monday morning

Item	Value
Measure over the last month	2 %

An answer corrected by an adviser is not a failure: it is exactly the role she has been given. What would count as a failure is a wrong answer handed over without review — **and there were none, since every hand-over goes through a named approval.**

Human supervision and traceability

Measure	Value
Decisions taken without human validation	0
User data outside the European Union	0
Summaries issued, all approved	100 %
Automatic actions	3, listed in the contract and displayed

Review presented to the community council on: _____

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