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 worked up, the adviser's part cut from 12 minutes to 2
Journeys avoided	47 a month
Redos on lists handed over	**1 in 34**

The figure the agent publishes about itself

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**

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Legal notice (in French): bluelemonagent.ai/mentions-legales

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 with a legal or significant effect taken by an agent	**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: _____

> **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-conseiller-france-services

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connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.