



Quarterly overview — 1,410 visits

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Vaunoy-sur-Sèvre France Services centre · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The overview covers REASONS for visits, never people.** No user name and no individual situation appears in it: it serves to organise the service, not to track a population.

The gap that shapes how the service is organised

Measured finding	Value	What it implies
Visits over the quarter	1,410	About 470 a month
Share accounted for by nine procedures alone	38 %	Nine dated sheets cover more than a third of activity
Visits without an appointment	62 %	The desk must answer without preparation
Average time for an enquiry	12 minutes	Most of it spent finding the right page

Measured finding	Value	What it implies
Agencies concentrating requests	6 of all partners	84 % of visits

The nine most requested procedures

Procedure	Visits this quarter	Average time before	Average time after
Change of address on a vehicle registration document	94	43 min	7 min
Housing benefit claim	78	38 min	9 min
Declaring a change of family circumstances	71	26 min	6 min
Health insurance entitlement certificate	62	11 min	3 min
Pension record statement	58	18 min	5 min
Income tax return	54	22 min	6 min
Monthly employment service update	48	9 min	3 min
Permit renewal	41	31 min	8 min
Transport cover for medical care	30	17 min	5 min
Total	536 (38 %)		

What every answer sheet carries

Section	Content	Why it is compulsory
Competent agency	The administration with authority over the procedure	A wrong signpost costs the user a journey
Documents required	Named as they are named on the document itself	The user recognises the document in their folder

Section	Content	Why it is compulsory
Stated processing time	The time the agency publishes	Basis for follow-up and chasers
Date the rule was checked	The day the rule was verified at source	An undated answer cannot be verified
Known traps	The three traps of the procedure, each with its fix	The case is filed complete first time

An enquiry goes from 12 minutes to 3. Across 210 enquiries a month, **31 hours returned to the service** — put back into one-to-one support, not taken out of the headcount.

For the lead adviser to approve

Sheets reviewed and approved on: _____

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.