



Step-by-step support — sequence and known traps

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What the agent does before, during, after · 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. **The 60 % → 10 % benchmark covers PREPARATION and search time, not time spent with the user.** That does not fall — **it is precisely where the time saved is put back.**

Before the session — what cost the most

Task	Before	After	What the agent produces
Identify the exact procedure and the agency	9 min	0 min	Dated sheet, agency named
Find the up-to-date list of documents	14 min	1 min	List with each document's real name
Check the stated processing times	6 min	0 min	Time and date of checking

Task	Before	After	What the agent produces
Prepare the summary	14 min	6 min	One page, ready to print
Total	43 min	7 min	60 % → 10 %

During the session

Situation	What the agent does	What the adviser does	What the user does
Current step	Displays what is expected in the open field	Explains	Keys in
Error message displayed	Puts the message into plain French	Decides what next	Corrects
Missing document	Flags it and proposes a return date	Books the appointment	Brings the document
Final submission	Nothing — the agent does not submit	Checks	Submits and signs

The three most frequent traps, by procedure

Procedure	Trap 1	Trap 2	Trap 3
Change of address on a vehicle registration document	Proof of address older than six months	Missing transfer code	Used name different from civil status
Housing benefit	Tenancy agreement not signed by both parties	Rent stated inclusive of charges instead of net	Change of contract not declared
Pension record statement	Periods abroad not attached	Apprenticeship quarters forgotten	Birth name not entered

Across 140 support sessions a month, 84 hours returned to the service. They do not come out of the headcount: **they go back into the long interviews, those of users who will never complete a procedure alone.**

Three procedures chosen for the first month: _____

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.