



Incoming requests and appointments

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130 requests 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. **Every user who asks to be seen gets their slot: 0 appointments refused, 0 cancelled over the quarter.** The triage is on slots, never on people — **and it is what cuts the wait from 19 days to 6.**

What became of the requests

Family	Number per month	Before	After
Requests settled by an enquiry	47	Took up a support slot	Answered within the hour, journey avoided
Short support sessions	58	Long slot by default	Slot matched to need
Multi-agency cases	24	Slot sometimes too short	Long slots reserved

Family	Number per month	Before	After
Requests with an approaching deadline	—	Handled in order of arrival	Escalated to the adviser, who decides

What the agent does when a request arrives

Step	What is recorded	Decision
Triage	Procedure, agency, documents already held, deadline	None
Immediate reply	Dated sheet and list of documents	Automatic — acknowledgement
Offer of slots	Three slots, duration matched to need	The user chooses
Approaching deadline	Flagged to the adviser	The adviser decides whether to bring it forward

Result over the quarter

Measure	Before	After
Average wait for an appointment	19 days	6 days
Support slots taken by a simple enquiry	One third	Marginal
Journeys avoided	—	47 a month
Missed appointments	Frequent	Falling — users arrive with their documents

Across fourteen rural municipalities, an avoided journey is not a comfort detail. Some users drive 25 kilometres for information that fits in three lines.

Two weekly slots reserved for non-take-up cases (yes / no): _____

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