



Support appointments — from 26 days to 9

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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660 slots recovered, 2,900 additional appointments · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The problem was not the number of slots, it was how they were allocated:** the fund opened more slots than it received requests, and displayed a 26-day wait.

What the diary showed

Element	Value	Reading
Appointment requests per year	5,800	—
Slots opened per year	6,400	More slots than requests, and a 26-day wait
Slots reserved for situations that did not arise	1,100	Unavailable to everyone
Slots lost to non-attendance	870	Nobody was warned in time

What the agent does, in order

LINDBERGH FORMATION — a simplified joint-stock company with share capital of €250,000 · Registered office: 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114 · SIRET 817 946 114 00029 · VAT FR 60 817 946 114 · "Blue Lemon Agent" trade mark · Training-provider registration no. 119 108 635 91 (Île-de-France prefect — this registration does not amount to State approval) · Qualiopi certified, no. 03896, for the "training actions" category · contact@bluelemonagent.ai · dpo@bluelemonagent.ai · Hosted in France.

Action	Detail	Effect
Qualify the request on arrival	Situation, schemes concerned, retirement date envisaged	1,200 requests a year needed no more than a written answer — they no longer take a slot
Offer three slots and book the appointment	In the competent adviser's diary	Moved or cancelled on a word, by the member as much as by the reception officer
Return a cancelled slot to the offer	Immediately	No dormant slots
Prepare the file before the interview	Career record reconstructed, points to check, retirement scenarios	The adviser no longer searches during the interview — that is what members notice first
Remind the member 48 hours ahead	With the list of what to bring	Non-attendance from 870 to 210

The result over the year

Measure	Before	After	Where the gain comes from
Time to obtain an appointment	26 days	9 days	Allocation, not opening
Slots recovered	—	660	Non-attendance avoided
Additional support appointments held	—	2,900	Made possible by the hours freed on reconstruction and pre-assessment

That is where the 22,700 hours went: into appointments, not into a dashboard.

The order of service, and what never determines it

Criterion	Taken into account?	Basis
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Order in which requests arrive	Yes — the default rule	Equality of treatment between members
Imminent retirement date	Yes	Priority written down by the fund
Situation flagged by a social worker	Yes	Priority written down by the fund
Amount of the future pension	No	An agent that sorted users by what they bring in would have no place in a public service
Seniority or insistence	No	Neither founds a priority

Priority rules settled by the head of the department, 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.