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

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: _____

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> https://bluelemonagent.ai/en/secteur-public/metiers/agent-ia-conseiller-retraite

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