Information for members — five questions, 62% of calls

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

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25,400 requests answered around the clock · 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 agent states from the first sentence that it is an artificial intelligence**, and this is not a configuration option: since **2 August 2026**, **article 50 §1 of the European regulation on artificial intelligence** requires that any person interacting with an AI system be informed, unless this is obvious.

The five questions, and their volume

Question	Calls per year	What the agent answers	Source of the answer
Where is my file?	**9,100**	The real status of the file and the current stage	Career-record application
Which documents must I supply?	6,200	The list matching the member's situation	List by situation

Question	Calls per year	What the agent answers	Source of the answer
At what age can I retire?	4,300	The general retirement conditions	**As the regulatory specialists have written them**
Did my career record reach you?	3,400	The despatch date and how to find it again	Outgoing mail tool
How do I book an appointment?	2,400	Three slots offered in the competent adviser's diary	Appointment diary
Total	**25,400 — 62% of the 41,000 calls**	—	—

What goes to a person — and what the member gains by it

Request	Handling	What the member gains
A pension amount by telephone or in an automatic message	**Redirected to an estimate request**	**An estimate goes through a written document and an adviser's review: the amount they receive is the one that binds the fund**
An individual hard case	Passed to the regulatory specialist	It is handled by the competent person, who answers for their answer
A decision on a file	Passed to the adviser	The decision stays with the adviser, with the file already assembled in front of them

What this changes, for members and for staff

Measure	Before	After	Reading

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Availability on those five questions	Opening hours	**Around the clock**	**2,900 Saturday calls used to reach nobody**
Average wait on those questions	**6 minutes 40 seconds**	**Under a minute**	—
Calls handled by the 8 reception officers	41,000	**15,600**	**The ones that need a person**
Average time spent on those calls	**6 minutes**	**11 minutes**	**What counts is not the number of calls handled, it is the time given to the person who needs it**

The AI disclosure, and what it produces

Measure	Value	Reading
Exchanges concerned	25,400	All of them, without exception
Members who asked for a human officer	**640, that is 2.5%**	**All transferred, with what had already been gathered**
Request to be repeated	**No — it holds for the rest of the file**	**Announcing the machine does not drive people away: it is waiting that drives people away**

Welcome message approved by the head of the department, on: _____

Request a demo with your own documents

This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.

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

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

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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.