



Business enquiries — 1,100 analysed

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

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Twelve months of shared mailbox and CRM · 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. **This document contains an uncomfortable finding for the department, and it is here because it is true:** 47 businesses in the area wrote in and never received an answer.

What businesses ask

Subject of the enquiry	Annual volume	Share	What it implies
Which grants can I apply for?	384	35%	A documented answer, drawn from the grant rules and the regional agreement
What land is available?	196	18%	An answer drawn from the land marketing table, with its date
Who should I talk to?	102	9%	A named redirection
Sub-total — three questions	682	62%	Rewritten by hand every time

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.

Subject of the enquiry	Annual volume	Share	What it implies
Other enquiries (project, difficulty, recruitment, planning...)	418	38%	Handled by a business development officer

What the analysis brought to light

Finding	Volume	Cause	What is being put in place
Enquiries left with no answer at all	47 — 4.3%	Arrived in the shared mailbox during leave or a trade fair week, never picked up	Any enquiry with no answer at day 2 is escalated by name to the officer concerned
Answer templates quoting a closed scheme	2	Grant rules amended in March, templates not revised	Updated on the day of the resolution
Average time to a first answer	9 days	Handled in batches, when diaries allow	Qualified acknowledgement within 2 hours

The time this shifts

Task	Today	With the agent	In hours
Answering a business about grants	40% of the processing time — 40 minutes	10% — 10 minutes of review	550 h a year

The acknowledgement template is submitted for approval before anything goes out. An acknowledgement that states a deadline commits the authority: it is for the vice-president to settle its wording, not for the agent to decide alone.

For the authority to settle

Turnaround stated in the acknowledgement: _____

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