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**

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

LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales

Turnaround stated in the acknowledgement: _____

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https://bluelemonagent.ai/en/secteur-public/metiers/agent-ia-developpement-economique-local

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