



Families — eleven questions, every channel

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6,400 messages out of 9,400, one term of records · 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. **Exchanges with families are about organisation and procedures. Anything touching on the follow-up of a pupil goes back to the teacher and to the school's own channels, with the appointment already offered and the subject already noted.**

Where the agent answers, and what it costs

Channel	For whom	What has to be installed	Cost
WhatsApp Business	Families	Nothing — no account to create, no app to install	Included; only the platform's own charges, billed per conversation, are passed on at cost with no margin
Chat on the school website	Families	Nothing	Included
E-mail	Families	Nothing	Included

Channel	For whom	What has to be installed	Cost
Microsoft Teams, Slack, mailbox	Teachers and the office	Nothing — the tool already in place	Included
Web dashboard	Leadership	Nothing	Included

These connections rest on open standards, including the MCP protocol. They are included in every plan at no extra cost, within the number of connections your tier includes.

What the term gave, channel by channel

Channel	Messages received	Handled on the 11 questions	Response time
Digital workspace	1,210	840	4 days → a few minutes
E-mail	640	430	4 days → a few minutes
WhatsApp Business	390	310	A few minutes, Saturdays included
Website chat	110	80	A few minutes
Term total	2,350	1,660	—

The gain over the year

Item	Before	After	Volume	Time given back
Answering a recurring parent question	17 % of the request's time — 3 min 24	8 % — 1 min 36	6,400 messages a year	192 hours

The figure that has nothing to do with hours: 62 of the school's 431 families never opened the digital workspace. 41 of them asked their first question on WhatsApp this term. That is non-take-up avoided, and equality of access that can be counted.

The direct-answer mandate — six lines

Clause	What it says
Scope	The 11 questions listed by name, and nothing else
Outside scope	The answer reaches the teacher or the office drafted and sourced, and they send it
Follow-up of a pupil	Outside the mandate in all circumstances — goes back to the teacher, appointment already offered
Traceability	Every answer carries its source — school rules or staff notice — with its date, and a statement that a digital assistant of the school prepared it
Record	One page every morning: the answers sent the day before. An answer to be corrected is caught within the hour
Duration and withdrawal	Reviewed after one term; without an explicit decision the mandate lapses. Withdrawn with a word from the head teacher, effective within the minute

Mandate signed by the head teacher on: _____ · Review date: _____

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.

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