The families' channels — 11 topics handled end to end, on the tools they already have

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

Document issued on 09/11/2026

Switchboard logs, assistant routing log, reference answers · 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 assistant states that it is an artificial intelligence in the first sentence of every exchange, and the family can ask for a human officer at any time — article 50(1) of the European AI regulation, applicable since 2 August 2026.**

The phone — what becomes of the May and June peak

Indicator	Today	After	Difference
Calls received over the year	**7,400**	7,400	—
Unanswered calls	**2,368 — 32.0%**	**148 — 2.0%**	**2,220 more families get their answer**
of which over the eight weeks of May and June	1,704	97	**1,607**

Indicator	Today	After	Difference
Answers obtained outside opening hours	**0**	**1,612**	**Evenings, weekends, school holidays**
Average email turnaround	**8 days**	**1 day**	**−7 days**
Time for a routine answer	**3 min 36 — 40% of 9 min**	**54 s — 10%**	**425 h returned across 9,460 enquiries**

Where families reach the department, and where staff reach the assistant

Who	Channel	What it takes to use it	What it brings
Families	**WhatsApp Business**	**Nothing — no account to create, no app to install**	**Reaches families without a computer, often those whose bracket opens the lowest tariffs**
Families	Town website chat	Nothing	Immediate answer on the 11 topics, at any hour
Families	Education department email	Nothing	**Turnaround from 8 days to 1**
Families	Telephone	Nothing	**Every call answered**
Council staff	**Microsoft Teams, Slack, department mailbox**	**Nothing — no change of tool**	The file assembled before the interview
Service manager	Web dashboard	An account	Queues, turnaround, backlog, validations pending

These connections rest on open standards and are included in every plan, at no extra cost, up to the number of connections the plan taken out includes. Only the charges levied by the platforms themselves — WhatsApp Business charges

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

per conversation — are passed on at cost, with no margin, outside the subscription. A holiday club place that is never requested is an entitlement that never happens: the channel is not a convenience, it is the condition for the service to reach the families the online form does not reach.

What is handled end to end, and what goes to a case officer

Situation	Handling	What the case officer receives
The 11 approved topics — 9,460 enquiries	**Handled end to end, answer sourced and dated**	Nothing: the family has its answer
The other 2,840	**Routed with the file assembled**	**Family, enrolled children, means-test bracket and its date, the month's bookings, last letter, question asked word for word**
Request for a human officer	**Transferred immediately, unconditionally**	**486 requests over the year, 486 served**
Distress or danger reported	**Immediate transfer to an officer, no automated handling**	The full exchange and the time

The figure the assistant publishes about itself — and what it did about it

Period	Enquiries handled	Families attached to the wrong catchment school	Rate	Cause and correction

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

First quarter	2,365	**61**	**2.6%**	**The 4 streets redrawn by the resolution of 3 February 2026: the map in force was being read, not the map applicable to the September requested**
Second quarter	2,365	**9**	**0.4%**	**Correction live: the map applicable to the September concerned is read**

This rate is published every quarter, and it will go on being published. An assistant whose errors are not measured is an assistant that cannot be corrected — and an authority without that measurement cannot answer the councillor who asks for it. **The 61 families concerned were picked up one by one, before the waiver panel, and none lost any time.**

The reference answers — written in plain language, approved, dated

Short sentences, one idea per sentence, the amount and the date first, no unexplained acronyms. Example, on the most asked topic — **1,680 enquiries**: « **The price of a meal depends on your means-test bracket.** There are six brackets. **Your bracket is worked out from the certificate you gave us; it is valid for twelve months.** If your circumstances have changed — a birth, a separation, a job loss — **you can ask for a new calculation at any time, and it applies from the following month. If you have two or more children enrolled, a discount applies automatically.** » **The version is approved by the department: a plain-language answer is signed off, it is not inferred. It serves the phone, the chat, WhatsApp, email and the desk — the same dated version on all five.**

Routing discrepancies recorded over the quarter: _____ % — recorded on: _____

Version of the reference answers approved by: _____ — on: _____

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

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-gestionnaire-affaires-scolaires

---

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.