Front line — 74,000 enquiries, 12 subjects

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

Document issued on 09/11/2026

15,660 calls lost, 12 answers already written · 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 in its first sentence that it is a digital assistant of the body**, the European regulation on artificial intelligence requiring that anyone interacting with an AI system be told so. **The caller can ask for an officer at any moment.**

What 74,000 enquiries cover

Channel	Annual volume	Unanswered
Calls	54,000	**15,660 — 29 %, at accident peaks**
E-mails	14,000	**Average reply time: 6 days**
Portal messages	6,000	—
of which within the 12 subjects	**44,000**	**A written, sourced and dated answer for each**

The twelve subjects

Subject	What the answer carries
Where my file stands · which documents are missing	**The stage reached, what is awaited, and the date by which the decision must be taken**
When my daily allowances will be paid	What the calculation depends on, and what is missing if anything
How to report an accident · how to make reservations	The steps and the time limit
How to consult the file	**The scope specific to the requester, and the means**
What the decision deadline is · how to challenge	The route of appeal and its time limit
Wage certificate · return to work · relapse · contact details	The procedure, the documents, the timescale

The rule of answering

On the progress of a file, the assistant says where it stands, what it is waiting for and by what date the decision must be taken; on the outcome, nothing at all. And no medical item is ever given over the telephone, to anyone — not to the insured person, not to their employer, not to a relative: **what is medical goes through the medical service, and the caller leaves with the exact path to obtain it.**

The gain

Measure	Before	With the agent
Unanswered calls	**29 %**	**4 %, and those that remain arrive with the subject noted and the file open**
Reply to an e-mail	**6 days**	**Under 24 hours**
Medical items given over the telephone	—	**0**

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

Twenty-five minutes of reading, once: the twelve answers are written and await the service's approval. **As soon as they are approved the front line answers that same night**, and the record of what went out is handed over each morning.

To be settled by the service

Hours during which direct answering applies: _____

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-at-mp

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.