Online procedure guidance — 1,180 sessions

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232 abandonments avoided in one quarter · 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 user's say-so is asked field by field before anything is entered. The eight screens that make people give up are rewritten by the agent and put on the table with their figures; putting them live is signed by the portal team** — it is that signature that commits the accessibility of the procedure.

What a guided session does

Move	Content
Reading the current screen	The agent starts where the person is, not at the beginning
Explaining the question	**In everyday words, not the form's words**
Document expected	Which one, in what form, and how to photograph it legibly

Move	Content
Offering the front desk	**As soon as it is the shortest route for the family — without them having to explain themselves**

Abandonments, and where they happen

Finding	Volume	Identified cause
Procedures guided over the quarter	**1,180**	—
Abandonments avoided	**232**	—
of which on the income screen	**71%**	**The person does not know where to put a maintenance payment, an allowance or a bonus — and closes the page**
Screens concentrating abandonments	**8 screens**	**84% of the total**

The same screen produces two effects measured in two places: it causes 71% of procedure abandonments **and** it is behind 50 of the 63 groundless discrepancy flags of the same quarter. **A form defect is never fully visible from a single workstation.**

The eight screens rewritten by the agent, measured over 4,720 procedures

Screen	Abandonments over 12 months	With the rewrite	Families who see it through
Income screen	**660**	**168**	**492**
The seven other screens	120	**31**	**89**

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Screen	Abandonments over 12 months	With the rewrite	Families who see it through
All eight screens	**780 — 84% of abandonments**	**199**	**581**

What the rewrite touches: labels, entry help and the order of questions — **in the form of the office's own portal and without changing a single item of data requested.**
What is left to decide: going live — **the portal team settles it in one meeting, on measured figures and on screens that are already written.**
And guidance is not restricted to the digital channel: it also works by telephone and ends with a front-desk appointment if the person asks.

> **Public service is not an online queue.** The aim is not to push more procedures through the portal, but that no family gives up an entitlement because a screen defeated them.

For the office to settle

Portal screens chosen for priority fixing: _____

> **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-caf

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