Who decides what — three actions, three mandates, five acts to sign off

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What runs on its own, what runs under mandate, what waits for a sign-off · 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. **Three automatic actions, three written and capped mandates, and five acts that wait for a public officer's sign-off. Every line is withdrawable in a word, with no reason to give.** The five signed acts are exactly the ones that affect a family — and it is the signature that makes them reasoned, traced and open to challenge.

The three actions the agent takes without asking

Action	Time	What it protects	How it undoes
Attach a document already filed by the household	Immediate	**The family, who no longer waits 11 days for a document already held**	**Detached in one click by the caseworker; the rejected match does not come back**

Action	Time	What it protects	How it undoes
Acknowledge a filing	**5 minutes**	The certainty that the filing arrived	**The acknowledgement lists what has arrived and what is still awaited: it is what removes tomorrow's phone call**
Schedule a document reminder	**Day 10**	The time taken to grant the entitlement	**Any response from the claimant stops it, including a call to the switchboard**

The three written mandates, and their limits

Mandate	Capped scope	What it saves	Duration and withdrawal
Send out a signed-off letter	**Only letters built from the office's templates**	**Production, sending, copy filed and notification date — 4 minutes instead of 2 days**	**Until 31/12, withdrawn in a word with no reason given**
Carry out a signed decision	**Only files already signed off by a caseworker**	Notification, effective date in the system, portal and payment schedule	**Until 31/12, review at expiry**
Send the stage message	**The three milestones the office chose: filing recorded, file complete, decision notified**	**−34% of “where does my file stand” contacts**	Withdrawn immediately, milestone by milestone

The five acts that wait for a sign-off

Act	Who signs off	What the agent brings

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Grant, revise or refuse an entitlement	**Caseworker**	**Pre-assessed file, every amount tied to its document**
Notify an overpayment	Caseworker	Draft letter with periods, amounts and points to check
Grant a write-off or an instalment plan	**Committee, or department head under written delegation**	**Disposable income calculated from documents, origin of the overpayment, scale quoted**
Open a check	Checking unit	Discrepancies with their document and their field, never a score
Close an incomplete file	**Caseworker**	**Full history of requests and reminders**

What activity monitoring measures, and why

What was ruled out by design	The mechanism	What it protects
Individual indicator on staff	**A files-processed counter becomes a target; the target picks the quickest file out of the queue**	**Complex situations — the very ones the returned time is meant for — would wait at the bottom of the queue**
Ranking of caseworkers	The ranking would replace management	**Measuring flows protects exactly what the system gains**

The quarter in three figures

Indicator	Value
Files processed	**41,000**
Entitlements granted without sign-off	**0**
Reminders sent after a claimant's response	**0**

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What the agent suggests for the next quarter: extend the pre-assessed file to reviews, three times more numerous than first claims · fix the eight portal screens that cause 84% of abandonments · put three benefits through a non-take-up review. **The first weighs most on the service commitment.**

For the office to settle

Automatic actions approved, and those to switch off: _____

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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