Answering claimants — 2,900 contacts a month

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

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2,460 immediate answers, 440 for a member of staff · 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 agent states that it is an artificial intelligence in its first sentence**, in the language of the person, and anyone can ask for a human member of staff at any time — without insisting and without giving a reason.

What is answered, and what goes to a member of staff

Nature of the enquiry	Monthly volume	Handling	Time
Where does my file stand?	**1,640**	Current stage, document awaited, examination date read from the system	**Under a minute**
Which document must I provide?	520	List of documents expected and ways to file	Under a minute

Nature of the enquiry	Monthly volume	Handling	Time
How do I complete this procedure?	300	Step-by-step instructions, screen by screen	Under a minute
Emergency	**96**	**Passed to a member of staff immediately**	—
Disagreement with a decision	**188**	**Passed to a member of staff**	—
Social difficulty expressed	**156**	**Passed to a member of staff**	—
Total	**2,900**	**2,460 answered, 440 passed on**	—

An emergency gets a human voice within the minute, at any hour. The 440 enquiries passed on are the ones that call for professional judgement — and the two days a week per team returned on the other 2,460 are exactly what makes handling them possible.

What the agent says, and when it says it

Point	Regime
The date the file will be examined	**Read from the system, so a date the office keeps**
A delay	**Announced — the claimant learns it from the office before discovering it**
The amount that will be paid	**Stated as soon as the caseworker decides, in the stage message**
The outcome of a claim	**Communicated with the notification, with the appeal routes set out plainly**

The effect of an automatic message at each stage

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Measure	Before	Three-week trial
“Where does my file stand” contacts	**2,900 a month**	**−34%**
Caseworker time spent on status enquiries	**Two days a week per team**	**The 440 real enquiries**

> **People ask again when they do not know.** A message at each stage reached does not save time because it answers quickly: it saves time because it removes the question.

For the office to settle

Stages triggering an automatic message: _____

> **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

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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