The families' channels — what is handled end to end, what returns to an officer

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114
Document issued on 09/11/2026

Exchange logs, transfer log, the service's rule of tone · 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 anyone may ask for an officer of the service at any time, without having to justify it — article 50(1) of the European AI regulation, applicable since 2 August 2026.**

The rule of tone, as it is written in the settings

Short sentences. No superlatives, no commercial phrasing, no upbeat expressions. The date and the step first, the explanation after. Never an insistent follow-up: one reminder, then a second, then the file passes to an officer. The word « file » is used for the procedure, never to refer to a person or a grave. And when a message expresses bereavement, no automatic reply is sent — the message is passed to an officer of the service, within the minute, with the file assembled.

What is handled end to end, and what returns to an officer

Situation	Handling	What the officer receives
The 10 approved topics — 2,240 enquiries	**Handled end to end, answer sourced and dated**	Nothing: the family has its answer
Disagreement between heirs	**Passed to an officer, no automatic reply**	**The file, the successors named in the deed, the message in full**
Request for exhumation	**Passed to an officer**	The file and the applicable procedure, in support
Recent bereavement expressed	**Passed to an officer, within the minute**	**The message in full and the time**
Request for an officer of the service	**Transferred immediately, unconditionally**	**312 requests over the year, 312 served**
The other enquiries — 700	Routed with the file assembled	Grant, deeds, letters, question asked word for word

Where families reach the service, 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 older people and families living far away, for whom an online form is a real obstacle**
Families	Municipal website chat	Nothing	An answer on the 10 topics, at any hour
Families	Service email	Nothing	**Turnaround from 6 days to 1**

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

Who	Channel	What it takes to use it	What it brings
Families	Telephone and desk	Nothing	**The file assembled before an officer takes the exchange over**
Council staff	**Microsoft Teams, Slack, service mailbox**	**Nothing — no change of tool**	The record, the deed and the history in one query

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 per conversation — are passed on at cost, with no margin, outside the subscription.

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

Period	Location enquiries	Wrong plot given	Rate	Cause and correction
First quarter	612	**14**	**2.3%**	**Surnames present in two cemeteries: the more recent record was taken**
Second quarter	612	**1**	**0.2%**	**Correction live: both records are presented, with their cemetery and their date**

The fix is a rule of conduct as much as a setting: when two records carry the same name, the assistant does not choose. It presents both and lets the family recognise its own. The 14 people concerned were called back one by one by an officer of the service. 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.

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

What is disclosed, and to whom

Request	What is disclosed	What is not	The path proposed
A family is looking for a relative's grave	**Cemetery, path, row, number, date of interment**	—	Direct answer
A third party is doing genealogical research	**Name, date of interment, plot**	**The contact details of living successors in title**	**A letter prepared, which the service can forward to the family**
A funeral professional	Plot and by-law constraints	**Families' contact details**	Exchange with the service

Location error rate for the quarter: _____ % — recorded on: _____

Rule of tone reviewed and approved by: _____ — on: _____

> **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-cimetieres

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.

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