The resident's channels — switchboard, text messages, plain language

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

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12 months of switchboard log, resolved calendar, characterisation of 14 March 2026 · 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. **Every measurement covers QUEUES and TIME SLOTS, never a named member of staff. The agent's own error rate is published in plain sight below: an agent whose errors are not measured is an agent that cannot be corrected.**

Where the 4,128 unanswered calls fall

Period	Calls received	Unanswered	Share	What happens
The 5 days after the invoices go out — twice a year, 10 days in all	**4,620**	**2,970**	**64.3%**	**The 6 case officers face eight calls at once between 9 and 11**
Rest of the year, 9–11 slot	3,880	890	22.9%	Daily peak

Period	Calls received	Unanswered	Share	What happens
Rest of the year, other office hours	4,400	268	6.1%	Flow absorbed
Total	**12,900**	**4,128**	**32.0%**	**One resident in three gets nothing**

This is not a quality-of-service problem, it is a timing problem. Calls do not arrive evenly: **they pile up on ten days of the year and on two hours of the day.** No six-officer arrangement can absorb a peak of eight simultaneous calls — **and hiring for ten days a year makes no sense.** That is exactly the trough an agent fills, because it has no peak.

What the agent handles end to end, what it passes on, and what is left

Stage	Volume	Detail
Calls received	**12,900**	**All answered, including at night, at weekends and over lunch**
Handled end to end by the agent — the 12 approved topics	**9,998**	**77.5% of the flow, answers sourced and dated**
Passed to a case officer, file assembled	2,902	Household, lift history, last letter, question asked word for word
Absorbed by the 6 case officers	2,644	The time saved on searching is reinvested in the hard cases
Left unanswered	**258**	**2.0% of the flow, against 32.0% today — 8.9% of what is passed on**
Residents who get their answer on top	**3,870**	**2,806 of them at night, at weekends or outside office hours**

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Stage	Volume	Detail
Email response time	**9 days → 1 day**	**5,400 emails a year**

The agent states that it is an artificial intelligence in its first sentence — article 50(1) of the EU AI Act has required this since 2 August 2026 — and **the resident can ask for a human at any moment. They reach the service on the channels they already use: WhatsApp Business, the website chat, email**, with no account to create and nothing to install. **Case officers talk to it from Microsoft Teams or their mailbox**, without changing tools. **Reaching the administration from the tool you already have is as much about avoiding non-take-up as about convenience.**

The agent's routing error rate, published every quarter

Quarter	Complaints routed	Wrongly routed	Rate	Cause, and what was done
Q1	985	**74**	**7.5%**	**All concerned the 3 municipalities that changed collection day on 1 February: the calendar was read in its current version, not in the version applying on the day of the lift**
Q2	985	**6**	**0.6%**	**Fixed: the calendar is read as it stood on the day the lorry passed**
Commitment	—	—	—	**The rate is published every quarter, without being asked for**

> **This figure the agent publishes about itself, and it is the agent that publishes it. 74 residents were routed to the wrong sector in the first quarter. It did not stand alone:** the cause was named — a calendar read at the wrong date —, the fix was made, and **the following quarter's measurement is published next to it. An error rate that is not published is an error rate that**

> **is not corrected.**

The rescheduled-collection text message — word for word

« Trois-Vallons Community of Communes. ***Thursday 14 May is a public holiday: in Marnaville and Chanteroy (sectors 2 and 3), Thursday's residual waste collection moves to Friday 15 May.*** *Put your bin out on Thursday evening. Please do not reply to this message. »*

What the message carries	What it never carries
The municipality and the sector concerned	**No amount, no balance, no invoice**
The old day and the new day	**No payment link**
The action to take, and when	**No identifier, no password**
The « do not reply » note	**No individual reason, no household situation**
It is an outbound notification channel	**The resident does not write to it: they reach the service on WhatsApp, the website chat or email**

The year's volumes, and what they cost

Reschedule	Sectors concerned	Households	Messages
Easter Monday	Sectors 1 and 2	4,960	4,960
8 May	Sectors 2 and 3	4,960	4,960
Ascension	Sectors 3 and 4	4,960	4,960
1 November	Sectors 4 and 5	4,960	4,960

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Reschedule	Sectors concerned	Households	Messages
Total over the year	**4 reschedules, 2 sectors each time**	**2,480 households per sector**	**19,840 messages**
Billing	—	—	**Actual gateway cost, no margin — routed through a gateway established in the European Union**

The measurement protocol — a commitment to method, not to outcome

Stage	Arrangement	What is measured	Reference
Current position	No messages	**612 collection complaints over the 12 days following the 4 reschedules — 15.5% of the annual flow on 12 days of the year**	**153 complaints per reschedule**
1st reschedule of the year	**Without texts**	Complaints over the following 3 days, sectors concerned	Baseline
2nd reschedule	**With texts, on the same sectors**	Complaints over the following 3 days	**The gap between the two, and it is the gap that decides**
Decision	—	—	**The service decides on a gap measured at home, not on an outside benchmark**

The 6 sorting instructions rewritten in plain language — 71% of the rejects recorded

Instruction	Share of rejects it explains	Current wording	Plain-language draft, for approval
Nested packaging	**24.1%**	« Packaging must be deposited loose, without being nested one inside another. »	**« Do not put one item of packaging inside another. Each item goes into the bin on its own. »**
Closed bags	**15.3%**	« Deposit in closed bags is prohibited in the packaging stream. »	**« Do not put closed bags in the yellow bin. Empty the bag. Put the bag in the residual waste bin. »**
Glass	11.2%	« Glass is subject to separate collection by bring bank. »	« Glass does not go in the yellow bin. Glass goes in the glass bank. »
Textiles	8.4%	« Clothing textiles are covered by a dedicated stream. »	« Clothes do not go in the yellow bin. They go in the clothing bank. »
Washed packaging	6.7%	« Prior rinsing of packaging is not required. »	« Empty the packaging. Do not wash it. Well emptied is enough. »
Food waste	5.3%	« Biowaste is excluded from the packaging stream. »	« Leftover food does not go in the yellow bin. It goes in the composter or in the residual waste bin. »

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Instruction	Share of rejects it explains	Current wording	Plain-language draft, for approval
Total	**71.0% of the rejects recorded at the characterisation of 14 March 2026 (22.4% rejects on the packaging stream)**	—	**6 texts to review, not a redesign**

The plain-language draft is put forward for approval, as the rule requires: an easy-to-read-and-understand version is approved, it is not inferred. Short sentences, one idea per sentence, an action verb, no technical terms. **Once approved, the version serves the 1,460 site enquiries, the website chat, the counter, email and the bin sticker — the same dated version across all five**, which puts an end to instructions that diverge from one medium to the next.

The 5 languages most present in the year's 5,400 emails

Language	Emails	Share of the 5,400
Portuguese	148	2.7%
Turkish	121	2.2%
Arabic	96	1.8%
Romanian	74	1.4%
English	61	1.1%
Total non-French	**500**	**9.3%**
What those 500 emails receive	**The service's reply, in French, in its approved plain-language version**	**One version goes out, and it is the one the service approved**

Plain-language version of the 6 instructions approved by the head of the waste service, on: _____

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Reschedule chosen for the « without texts » measurement and reschedule chosen for the « with texts » measurement: _____

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-dechets

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.