The service flow — 21,600 enquiries, 12 topics, 3,371 hours

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

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12 months of enquiry log, reconciled against the charge-payer file · 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 measurement covers QUEUES and LEAD TIMES, never what a named member of staff does. The 12 reference answers are written, sourced and dated: the service reads twelve texts, not 16,740 replies.**

Where the year's 21,600 enquiries come from

Channel	Enquiries	Share	What it costs today	What changes
Calls to the service switchboard	**12,900**	**59.7%**	**4,128 ring unanswered — 32.0%**	**All answered; the 12 topics handled end to end**
Service emails	5,400	25.0%	**9 days average lead time**	**1 day**

Channel	Enquiries	Share	What it costs today	What changes
Counter visits	2,100	9.7%	Queue at peak hours, file searched in front of the resident	File assembled before the meeting: household, contract, lifts, last letter
Website forms	1,200	5.6%	4 days before the first acknowledgement	Qualified acknowledgement within the minute, with sector and round date
Total	**21,600**	**100%**	—	—

The 12 topics that cover 16,740 enquiries — and the dated source of each answer

Topic	Enquiries	Source of the reference answer	Dated version
Bin not collected — collection complaint	**3,940**	Collection by-law, art. 7 + sector lift log	27/11/2025
Bin size and exchange	**2,180**	Tariff resolution, annex 2 — allocation grid	27/11/2025
Municipal collection calendar	1,920	Resolved calendar, by sector	27/11/2025
What goes in the yellow bin — sorting instructions	1,640	Sorting instructions, plain-language version	14/03/2026
Civic amenity sites — hours, access, accepted materials	1,460	Waste-site by-law	12/01/2026
Amount of the charge and how it is calculated	**1,380**	Tariff resolution, art. 3 and 4	27/11/2025
Payment methods and due dates	1,020	Tariff resolution, art. 9	27/11/2025

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Topic	Enquiries	Source of the reference answer	Dated version
Bulky waste — collection appointment	860	Collection by-law, art. 12	27/11/2025
Change of occupier, moving house	720	Collection by-law, art. 5	27/11/2025
Composter — supply and collection	640	Local waste prevention programme	03/02/2026
Site access card — request and loss	540	Waste-site by-law, art. 4	12/01/2026
Overflowing bring banks and fly-tipping	440	Collection by-law, art. 14	27/11/2025
Total of the 12 topics	**16,740**	**77.5% of the 21,600 enquiries**	—

The remaining 4,860 enquiries go to a case officer — with the file already assembled. The household, the contract, the lift history, the last letter sent and the question asked word for word. **The officer picks up knowing, instead of picking up and searching**, and that is where most of the time is won: it is not the hard question that costs, it is the search that comes before it.

The three items from the fiche's « the gain » section, costed on your own logs

Item	Share of time today	After	In minutes	Annual volume	Hours given back
Collection complaint — finding the sector, the round day, drafting	**60%**	**10%**	**7 min 12 → 1 min 12**	**3,940**	**394 h 00**

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Item	Share of time today	After	In minutes	Annual volume	Hours given back
Charge letter — drafting	**40%**	**10%**	**10 min → 2 min 30**	**6,300**	**787 h 30**
Preparing a billing campaign	**100%**	**20%**	**462 h → 92 h 24 per campaign**	**2 campaigns**	**739 h 12**
Routine enquiries handled end to end, all channels	—	—	8 min → 1 min 12	12,800	1,450 h 40
Total	—	—	—	—	**3,371 h 22**

3,371 h 22, rounded down: 3,371 hours given back over the year. On the statutory working-time basis — **1,607 hours a year, 151.67 hours a month, 35 hours a week** — that is **more than two working years**, or **more than twenty-two months**, or **more than ninety-six weeks** given back to your eight staff. **The rounding is always taken downwards:** a gain rounded up is a gain a councillor can challenge in the chamber. **No post cut, no post created** — it is time given back to the civic amenity sites, to operations and to the residents who need a person in front of them.

The gap the reconciliation brought out — and what it weighs across the territory

Scope	Households	Anomalies	Income not billed	Amounts billed wrongly
North sector, current campaign	**1,240**	**18**	**€612.00**	**€966.00**
All 5 sectors, per campaign	12,400	180	€6,120.00	€9,660.00

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Scope	Households	Anomalies	Income not billed	Amounts billed wrongly
Over the year, 2 campaigns	**12,400**	**360**	**€12,240.00**	**€19,320.00**

The rule this demonstrator defends, and which holds up everything else: EVERY BILLED LINE TRACES BACK TO A TIME-STAMPED LIFT AND TO A RESOLVED TARIFF. A line missing either does not go out on an invoice — **it goes to checking**. **This is not an accounting nicety: it is what lets you produce, in front of a resident who disputes, the date, the time, the chip and the article of the resolution, instead of a total.** The year's 360 anomalies are not worth €31,560 first and foremost — **they are worth 360 complaints that never get sent.**

Version of the 12 reference answers settled by the head of the waste service, on: _____

Next review of the topics and their volumes — proposed at six months — set for: _____

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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

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