The customer's channels — switchboard, alert texts, passages to pass on

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, smart metering log, 6,800 emails · 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 rate of customers needlessly alarmed by the agent itself is published in plain sight below: an agent whose side effects are not measured is an agent that cannot be corrected.**

Where the 4,720 unanswered calls fall

Period	Calls received	Unanswered	Share	What happens
The 3 weeks after each billing run — twice a year, 30 working days	**5,940**	**3,480**	**58.6%**	**The 7 case officers face nine calls at once between 8:30 and 10:30**

Period	Calls received	Unanswered	Share	What happens
Rest of the year, 8:30–10:30 slot	4,260	970	22.8%	Daily peak
Rest of the year, other office hours	4,900	270	5.5%	Flow absorbed
Total	**15,100**	**4,720**	**31.3%**	**One customer in three gets nothing**

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

Stage	Volume	Detail
Calls received	**15,100**	**All answered, including at night, at weekends and over lunch**
Handled end to end by the agent — the 12 approved topics	**11,325**	**75.0% of the flow, answers sourced and dated**
Passed to a case officer, file assembled	3,775	Contract, last 6 readings, last invoice, payment plan in force, question asked word for word
Absorbed by the 7 case officers	3,479	The time saved on searching is reinvested in the hard files
Left unanswered	**296**	**2.0% of the flow, against 31.3% today**
Customers who get their answer on top	**4,424**	**3,190 of them outside the authority's opening hours**
Email response time	**11 days → 1 day**	**6,800 emails a year**

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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 customer 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.

The figure the agent publishes about itself — customers alarmed for nothing

Half-year	Consumption notices sent	Concerning an explicable rise	Rate	Cause, and what was done
1st half-year	986	**61**	**6.2%**	**Pool filled, extra occupant, garden watered through the drought: the rise was real and the letter alarming**
2nd half-year	986	**9**	**0.9%**	**Fixed: the period is crossed against the customer's own seasonal pattern over three years, and the rise is described as SEASONAL rather than ABNORMAL when it recurs in the same quarter**
What did NOT change, deliberately	**986**	—	—	**The notice goes out in both cases: article L. 2224-12-4 III bis requires notification as soon as the observation is made. It is the WORDING of the letter that was corrected, not the fact of sending it.**

> **That last line is the most important in this attachment.** It would have been easy to bring the alarm rate down by sending fewer letters. **That is exactly what must not be done: a letter that does not go out costs the authority the share of consumption above the double, permanently. €38,700.00 last year. The right adjustment is not to send less, it is to write better** — and the fall from 6.2% to 0.9% was achieved without removing a single send.

The consumption alert text message — word for word

*« Vallée du Cerneuil Water Authority. **Your meter has been recording continuous consumption for seven nights. This may be a leak past your meter.** Please check your installations and contact the service. Do not reply to this message. »*

What the message carries	What it never carries
The observation — continuous consumption recorded	**No amount, no balance, no invoice**
The action to take — check your installations	**No volume, no index**
How to reach the service	**No payment link, no identifier, no password**
The « do not reply » note	**No element of individual circumstances**
It is an outbound notification channel	**The customer does not write to it: they reach the service on WhatsApp, the website chat or email**
What the text does NOT replace	**The written notice required by art. L. 2224-12-4 III bis. The text precedes it; the letter goes out all the same, because the letter is what is dated and enforceable.**

The year's volumes, and what they cost

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Trigger	Scope	Messages a year
Rule D — non-zero night flow for 7 nights	6,258 smart meters	**193**
Rule A — consumption above double the average, at the reading	14,900 customers	**521**
Total	—	**714**
Billing	—	**Actual gateway cost, no margin — routed through a gateway established in the European Union**

The 5 by-law passages that cost the most calls — 68% of 2,820 enquiries

Passage	Enquiries it explains	Current wording	What blocks reading, recorded passage by passage
The double threshold	**612**	« Consumption exceeding double the average volume consumed over the three preceding periods shall be deemed abnormal. »	**An impersonal passive (« shall be deemed ») and a three-term comparison that never says who compares what: 612 customers ring to ask.**
The plumbing certificate	**486**	« The customer shall produce a plumbing company certificate stating the location of the leak and the date of repair. »	**One sentence for three distinct actions — have it repaired, obtain the written proof, send it in — and the word « produce » where sending a document is meant.**

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Passage	Enquiries it explains	Current wording	What blocks reading, recorded passage by passage
The one-month deadline	**394**	« The period runs from the notification provided for in III bis of article L. 2224-12-4. »	**The starting point of the period is left to a cross-reference: to know which day counts, another text has to be opened.**
What capping does not cover	**331**	« Leaks occurring on household appliances and on sanitary or heating equipment are excluded. »	**The exclusion is written in categories of equipment: the customer looks for their washing machine and recognises it under none of those words.**
Estimated readings	**95**	« Where the metering device cannot be accessed, consumption shall be estimated on the basis of previous readings. »	**The condition comes before the fact, and « metering device » stands in for the word « meter » the customer actually uses.**
Total	**1,918 — 68.0% of the 2,820 « leak » and « consumption variance » enquiries**	—	**5 passages to pass to the complementary agent, not a rewrite of the by-law**

For a plain-language version, pass this content to the Accessibility, Easy Read and Translation agent — a dedicated agent, and it is not part of what this agent includes. What is prepared here, and nothing more: the 5 passages quoted in their current wording, the number of enquiries each one triggers, and what blocks reading — **together with the legal meaning to be preserved: the by-law remains the enforceable reference, and no adapted version replaces it. The version the**

dedicated agent returns, once approved by the service, will serve the website chat, the counter, the certificate request letter and the back of the invoice — the same dated version across all four.

The 5 languages most present in the year's 6,800 emails

Language	Emails	Share of the 6,800
Portuguese	184	2.7%
Turkish	142	2.1%
Arabic	119	1.8%
Romanian	88	1.3%
English	73	1.1%
Total non-French	**606**	**8.9%**
What those emails receive	**The service's reply, in French, in the version the service approved**	**One version goes out, and it is the one the service approved**

Passing the 5 passages to the Accessibility, Easy Read and Translation agent — a dedicated agent, and it is not part of what this agent includes — decided by the head of customer service, on: _____

Go-live of the SMS alert on the smart-metered fleet, decided 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-eau-assainissement

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.