Families — eleven questions, every channel

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

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2,980 enquiries out of 4,260, one term of records · 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 says where a file stands — received, complete, forwarded — and never what it will yield. No grant amount is announced before the competent authority's decision, and no individual situation is discussed with anyone who is not the legal guardian declared on the file.**

Where the agent answers, and what it costs

Channel	For whom	What has to be installed	Cost
WhatsApp Business	**Families**	**Nothing — no account to create, no app to install**	**Included; only the platform's own charges, billed per conversation, are passed on at cost with no margin**
Chat on the school website	Families	Nothing	Included

Channel	For whom	What has to be installed	Cost
E-mail	Families	Nothing	Included
Microsoft Teams, Slack, mailbox	**The business office and the leadership team**	**Nothing — the tool already in place**	Included
Web dashboard	Leadership team and accounting agency	Nothing	Included

These connections rest on open standards, including the MCP protocol. They are included in every plan at no extra cost, within the number of connections your tier includes.

The 11 questions — 2,980 enquiries out of 4,260

Question	Enquiries a year	Where the written answer already is
Tariffs and ways to pay	**560**	Tariff resolution of 14 October
Where my grant application stands	**510**	**Status of the file: received, complete, forwarded — never the amount**
How to file a missing document	**420**	Start-of-year notice of 4 September, campaign form
Request for an instalment plan	310	The business office's standard plan
Hardship fund — conditions and form	**280**	**Resolution of 14 October, information note**
Credit note for an absence	240	Resolution of 14 October, credit note line

Question	Enquiries a year	Where the written answer already is
Changing between school meals and boarding	210	Change of regime form
Lost invoice	180	The family's account
Updating bank details	130	The business office's procedure
Campaign dates	90	Year calendar
Who to contact at the school	50	Service organisation chart
Total	**2,980**	**The answer existed; what was missing was availability**

What the term gave, channel by channel

Channel	Enquiries received	Handled on the 11 questions	Response time
Portal and e-mail	**610**	**430**	**6 days → a few minutes**
WhatsApp Business	**340**	**268**	**A few minutes, Saturdays included**
Website chat	120	88	A few minutes
Front desk and telephone	195	—	**Handled on the spot, as before**
Term total	**1,265**	**786**	—

> **These hours are not counted in the year's report.** The total of 543 hours carries only the three measured items — grants, letters, billing. **The response time down from 6 days to a few minutes is a real gain, but it was not measured in hours, and an unmeasured gain has no business in a total.**

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> **The figure that has nothing to do with hours: 94 of the school's 812 families had never used the online payment portal. 58 of them paid or asked for an instalment plan after a message on the channel they already use. That is non-take-up avoided, recovery gained, and equality of access that can be counted.**

The direct-answer mandate — six lines

Clause	What it says
Scope	**The 11 questions listed by name, and nothing else**
Outside scope	**The answer reaches the business office drafted and sourced, and the business office sends it**
Grant amount	**Never announced before the competent authority's decision — the status of the file, yes; the outcome, no**
Identity of the enquirer	**No individual situation is discussed with anyone who is not the legal guardian declared on the file**
Traceability	**Every answer carries its source — resolution or staff notice — with its date, and a statement that a digital assistant of the school prepared it**
Duration and withdrawal	**Reviewed after one term; without an explicit decision the mandate lapses. Withdrawn with a word from the head teacher, effective within the minute**

Mandate signed by the head teacher on: _____ · Review date: _____

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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.