The fund's front line — 112,000 enquiries, 16 subjects

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Document issued on 09/11/2026

27,880 calls lost, 16 answers already written · 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 in its first sentence that it is a digital assistant of the fund**, the European regulation on artificial intelligence requiring that anyone interacting with an AI system be told so. **The caller can ask for an officer at any moment.**

What 112,000 enquiries cover

Channel	Annual volume	Unanswered
Calls	82,000	**27,880 — 34 %, concentrated in the 15 days after a contributions notice**
E-mails	20,000	**Average reply time: 8 days**
Online account messages	10,000	—

Channel	Annual volume	Unanswered
of which within the 16 subjects	**68,000**	**A written, sourced and dated answer for each**

The sixteen subjects

Subject	What the answer carries
Amount and date of the next contributions instalment	**The state of the account, with the calculation in plain terms**
Where my file stands · which documents to provide	The stage reached and what the file is waiting for
Registering a birth, a death, a change	The procedure, the documents, the timescale
Sick leave and daily allowances	**The procedure and the timescales — never a medical item, which belongs to the medical service**
Retirement · career statement	The complete path and the date of the answer
Registering a new employee	The steps and the form
Farm relief support · social action	**The conditions and the form — the two leading unclaimed entitlements**
Contact details, certificates, and five other subjects	The list, named, with an example of each document

The rule of answering

On the progress of a file, the assistant says where it stands and what it is waiting for; on the outcome, it gives the conditions, the documents and the date of the answer. A member leaves with a complete path, **never with a forecast made in the fund's name, and never with a medical item.**

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The gain

Measure	Before	With the agent
Unanswered calls	**34 %**	**4 %, and those that remain arrive with the subject noted**
Reply to a member's e-mail	**8 days**	**Under 24 hours**
Availability	Opening hours	**Any hour, Saturday morning included — when a farmer is in front of his post**

> **Thirty-five minutes of reading, once:** the sixteen answers are written and await the service's approval. **As soon as they are approved the front line answers that same night**, and the record of what went out is handed over each morning.

To be settled by the fund

Hours during which direct answering applies: _____

> **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-msa

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.

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