Notifications to members — 4 templates rewritten

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1,780 returns to the desk down to 410 · 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. **A member who does not understand how an amount was reached does not challenge it: he telephones** — and he telephones fourteen people already at peak.

What 20,000 letters show

Finding	Volume	Reading
Letters sent in the year	20,000	—
Notifications that triggered a call or a desk visit	**2,340 — nearly one in nine**	—
of which concentrated on four templates	**1,780**	**The four that carry a calculation and give the result without the route to it**

What has been rewritten

Addition	Content	Why
The calculation in plain terms under the amount	Basis used, period, rate applied	**The result stops being a verdict**
“If this figure is not what you expected”	**The two most frequent reasons, taken from your complaints**	**The answer arrives before the question**
Plain-language version — complementary agent	Pass this content to the Accessibility, Easy Read and Translation agent	**A dedicated agent, and it is not part of what this agent includes**
Route and time limit for appeal at the top	**And not in the footer**	**A notification that does not say how to challenge it is challenged badly**

What that gives, over the trial quarter

Measure	Before	After
Returns to the desk on the four templates	**1,780 a year**	**410**
Complaints about not understanding the calculation	**214**	**39**
Preparing a letter	10 minutes	**2 minutes 30**
Front-line hours given back by returns avoided	—	**340 hours**

These are not lost complaints: they are members who understood first time. A complaint fewer about not understanding is a complaint that had no reason to exist.

> **Any template amended by a new instruction is flagged and rewritten within the 24 hours following its circulation.** Templates stop ageing in silence, and this work does not have to be redone in two years.

To be settled by the fund

LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales

Templates to rewrite in the second wave: _____

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

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