The family channels — desk, text message, standard letters

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

Document issued on 09/11/2026

12 months of switchboard log, closure calendar, 2,300 emails of the year · 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. **On every channel, the agent announces itself as an artificial intelligence in the first sentence** — article 50(1) of the European AI Regulation, applicable since 2 August 2026 — **and the family can ask for a human at any moment.**

The phone — what changes, and where

Indicator	Today	After	What explains the difference
Calls received	5,200	5,200	—
Unanswered calls	**1,664 — 32.0%**	**104**	**Every call picked up, the 12 topics handled to the end (77.0% of the flow)**
of which in the fortnight before a panel	**1,216**	**—**	The peak is no longer a queue

Indicator	Today	After	What explains the difference
Families served in addition	—	**1,560**	**1,108 of them in the evening, at the weekend or over lunch**
Email response time	**8 days**	**1 day**	Reply drafted and sourced, reread by a case officer

The 1,108 families served outside opening hours deserve a pause: those are the hours of parents who work, **that is to say precisely the ones whose file rests on a certificate of employment**. The desk is open to them when they cannot come. **On the written channels — WhatsApp Business, website chat, email — the family has no account to create and no app to install. Internally, case officers write to the agent from Microsoft Teams, Slack or their mailbox, without changing tools.**

The error rate, published every quarter

Quarter	Information requests	Wrong referrals	Rate	Cause identified and fix
1st quarter	1,240	**89**	**7.2%**	**Room table read in its current version, not the one applicable at the filing date**
2nd quarter	1,240	**8**	**0.6%**	**Fix applied: the table is read as it stood on the filing date**

This rate is published because an agent whose errors are not measured is an agent that cannot be corrected. The 89 wrong referrals of the first quarter all concerned the 2 nurseries whose rooms were redrawn on 1 January: the cause was single, and so was the fix. **Quarterly publication is offered as a service commitment, not as an option.**

The text message — 9 unplanned closures, 306 messages, and what it contains

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

Element	Detail
Trigger	Unplanned closure of a room, change of panel date, place offered after a session
Recipients	**The families of the setting and room concerned and nobody else — 34 families per room on average**
Annual volume	**9 closures, 306 messages**
Content	**The setting, the room, the date, and an invitation to contact the desk**
What the message never carries	**The reason for a closure, the detail of a family situation, a payment link, an identifier, a password**
Direction of the channel	**Outbound notification: the family does not reply to it, it contacts the service on WhatsApp Business, the chat or by email**
Routing	Gateway established in the European Union; messages recharged at actual cost, with no mark-up
Withdrawal	**A family that asks to stop receiving it is removed instantly — and put back instantly if it asks again**

> **The measurement protocol, written before going live:** no promise of a result is made from another authority's figures. **The measurement is yours: 428 calls today across the 18 days following your 9 closures. The first closure is done without a text, the second with one, in settings of comparable size — and you decide on the gap observed.**

The 6 standard letters reworked — 71% of second reminders

Standard letter	Second reminders it generates	What was rewritten	Supports served

Request for further documents	**68**	One document per line, a visual example, the deadline at the top	Portal, chat, counter, letter
Acknowledgement of the application	**41**	The panel date in the first sentence	Portal, chat, counter, letter
Means-tested invoice notification	**26**	The calculation in three lines: figure, rate, hours	Portal, chat, counter, letter
Change of circumstance — effect on the rate	**9**	What changes, from when, what to do	Portal, chat, counter, letter
Reply after the panel	**7**	The decision, its reasons, what can follow	Portal, chat, counter, letter
Settling-in reminder before entry	**1**	What to bring, day by day	Portal, chat, counter, letter
Total	**152 of 214 second reminders — 71%**	—	—

The 6 reworked letters each carry the number of second reminders they triggered, one document per line, the deadline at the top and first of all the single document that was most often missing. 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: I prepare the facts, the documents expected and the deadlines, and it is that agent which produces the adapted version. Once the letter is approved, it is the same dated version that serves the family portal, the chat, the counter and the paper letter — that single source is what makes contradictions between supports disappear.

Passing the 6 letters to the Accessibility, Easy Read and Translation agent — a dedicated agent, and it is not part of what this agent includes — decided by: _____ on: _____

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

First closure measured without a text on: _____ — second with a text 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-petite-enfance

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.