Switchboard and counter — 88,000 questions, 14 subjects

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12 months · 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. **29,900 unanswered calls last year — 34 %.** That is not a failure of reception: it is nine officers for 62,000 claimants, and the answer already existed in the rules.

The 14 subjects that carry 61,400 of the 88,000 questions

Subject	Source of the answer	What the claimant gets
Status of a file	**Management software, read-only**	**Stage reached, document awaited, date of reminder, time left**
Documents to provide	The scheme's required list	Named list + examples of accepted documents
Conditions of a scheme	The rules, with their date	Sourced answer, in plain language
Processing time	The department's advertised time	30 days, and the time left on their file

Subject	Source of the answer	What the claimant gets
Payment date	Payment calendar	Exact date
Change of address	The department's procedure	Steps to follow + document to enclose
Change of family circumstances	The department's procedure	Steps to follow + effect on entitlements
Amount of a payment	The file's breakdown	Detail of the calculation
Reason for a refusal	The notified decision	Reason restated in plain terms
Routes of appeal	The notified decision	Time limits and address
Online filing	Portal	Screen-by-screen guidance
Appointment booking	Slots opened by the department	**Slot booked + documents to bring**
Opening hours	The department's website	Immediate answer
Counter address	The department's website	Immediate answer

What is said in the very first sentence

“I am the fund's digital assistant, not an officer.” This is not a configuration option: the European regulation on artificial intelligence requires that anyone interacting with an AI system be informed. **The claimant can ask for an officer at any moment** — their number is taken and a dated call-back is left at reception.

Appointments

Measure	Quarter	Last year
Appointments booked	**980**	—

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Measure	Quarter	Last year
People arriving without their documents	**41**	**214**
Slots used	**Only those opened by the department**	—
Reminder the day before	**Systematic**	—

The gain

Measure	Before	After
Answering a recurring question	**10 % of the time an enquiry takes — 5 min**	**8 % — 4 min**
Across 88,000 enquiries a year	—	**1,467 hours given back to reception**
Unanswered calls	**34 %**	**6 %**
Calls passed to an officer	Without context	**With the subject noted and the file open on screen**

Half an hour of rereading the fourteen answers is enough to put the switchboard into service. The record of what went out is handed over every morning, on one page.

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-prestations

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