Direct-answer mandate — sixteen topics, capped and dated

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

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No individual situation, three-month review · 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. **Nothing goes out directly before the mandate is signed.** Until then the agent prepares draft answers; **it is the officers who send them.**

What the mandate earns — the figure that decides

Measure	Without mandate	With mandate
Answer to a status or pay question	**8 days**	**2 hours**
Question asked on a Sunday by a night worker	**Handled on Tuesday**	**Handled that night**
Enquiries falling within the 16 topics	6,200 a year	**6,200 handled at any hour**

Measure	Without mandate	With mandate
Answer on an individual situation	6 days	Processed in 4 hours, sent by the officer

The mandate, in six lines

Clause	Content
Exact scope	The 16 topics, listed by name, and only in their general dimension: what the text says, what the procedure is, what the deadline is, which documents to provide
Absolute prohibition	No answer that would amount to a decision on an individual situation: refusal of part-time, recognition of length of service, pay adjustment, entry into pay. The file is handed over processed to the officer, and the authority signs
Wording carried by every answer	The source — statutory text, resolution, internal memo or notified decision — with its date and its extract, and the digital assistant announcement from the first sentence
Next-day control	Daily record of the answers that went out the day before, on one page — an inaccurate answer is caught the same day
Term	Reviewed after three months. Without an explicit decision at the review, the mandate stops — it is renewal that takes a signature, not termination
Withdrawal	One word from the department, and direct answering stops within the minute; answers revert to drafts for approval

What is published to staff

Medium	Content	Where

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Notice	What the assistant handles, what it does not, how to ask for an officer	**Posted at the HR counter and on the online service**
Announcement at the head of every exchange	**Digital assistant of the establishment, and the option of asking for an officer**	**In every exchange, without exception**
Item on the staff committee agenda	Presentation of the mandate and its scope	The meeting following signature

The review timetable

Deadline	What is produced	Who decides
D+30	First record: volumes, response times, corrected answers	For information
D+90	**Full record and proposed revised scope**	**The deputy director — without an explicit decision, termination**
At any time	Withdrawal of one topic or of the whole mandate	The HR department

> **A written mandate, capped, dated and withdrawable with a single word is not a legal precaution: it is what makes it possible to say yes.** The establishment does not choose between reviewing every answer and signing a blank cheque.

For the establishment to settle

Date of signature of the mandate and date of the three-month review: _____

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