



Support on HR tools — 612 enquiries

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

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561 resolved during the exchange, 3 screens responsible · 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 agent guides screen by screen, but it is the member of staff who enters and validates: it is their request, and that is what makes it valid.**

What is done when someone is stuck

The assistant	The member of staff
Reads out the screen they are on and says what is asked and why	Follows on their screen
Gives the values already in the file — staff number, working time, department, cycle	Copies them in and validates personally
Checks that the request is recorded, says who will approve it and within what time	Keeps the summary
Writes the defect sheet when the blockage is technical	—

The quarter in figures

LINDBERGH FORMATION — a simplified joint-stock company with share capital of €250,000 · Registered office: 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114 · SIRET 817 946 114 00029 · VAT FR 60 817 946 114 · "Blue Lemon Agent" trade mark · Training-provider registration no. 119 108 635 91 (Île-de-France prefect — this registration does not amount to State approval) · Qualiopi certified, no. 03896, for the "training actions" category · contact@bluelemonagent.ai · dpo@bluelemonagent.ai · Hosted in France.

Measure	Value	Reading
Support enquiries on the online services	612	—
Resolved during the exchange	561	Without going through IT support
Passed to IT support with their sheet	51	3 of them defects affecting everyone that nobody had reported
Concerning only three screens	434 out of 612 — 71 %	That is where everything else is decided

The three screens that concentrate 71 % of the calls

Screen	Enquiries	What is written
Booking leave on a night cycle spanning two days	198	Step-by-step sheet in plain French and in easy-read, illustrated with the establishment's own screens
Entering a time-savings account	142	Step-by-step sheet, two versions
Employer certificate	94	Step-by-step sheet, two versions

A sheet read on screen is worth more than an answer given on the phone: it still works the following month, and it serves every member of staff who gets stuck at the same place without ever calling.

What is proposed: publishing the three sheets on the online service, **at the exact point where people get stuck** — and not in a general help section that nobody opens.

For the establishment to settle

Screens where the step-by-step sheets are published: _____

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