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

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

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Legal notice (in French): bluelemonagent.ai/mentions-legales

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

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-rh-paie

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.