Switchboard and front desk — 128,000 enquiries, 14 subjects

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

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36,480 calls lost, 14 answers already written · 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 assistant states in its first sentence that it is a digital assistant of the body**, the European regulation on artificial intelligence requiring that anyone interacting with an AI system be told so. **The caller can ask for an officer at any moment.**

What 128,000 enquiries cover

Channel	Annual volume	Unanswered
Calls	96,000	**36,480 — 38 %, concentrated in the 5 days after each due date**
E-mails	18,000	—
Online account messages	14,000	—

Channel	Annual volume	Unanswered
of which within the 14 subjects	**62,000**	**A written, sourced and dated answer for each**

The fourteen subjects

Subject	What the answer carries
Amount and date of the next instalment	The state of the account, to the second
How late-payment surcharges are calculated	**The calculation in plain language, with the caller's own figures**
How to request time to pay · where my request stands	The complete path and the date an answer is due
Declaring a change of income · compliance certificate	The procedure, the documents, the timescale
Bank details · allocation of a payment	What the account carries, and since when
Waiver of surcharges	**The conditions and the form — the leading unclaimed entitlement**
Disputing an amount · ceasing trading	The route of appeal and its time limit
First registration · live plan · documents to provide	The list, named, with an example of each document

The rule of answering

The assistant answers on what the account carries, never on what a future decision will grant. A contributor asking whether time to pay will be granted receives **the conditions, the list of documents, the review time and the date on which they will have their answer** — a complete path, never a forecast made in the service's name.

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The gain

Measure	Before	With the agent
Answering a routine question	**40 % of the enquiry's time — 2 minutes**	**10 % — 30 seconds**
Unanswered calls	**38 %**	**5 %, and those that remain arrive with the subject noted**
Time given back across 62,000 enquiries	—	**1,550 hours**

> **Thirty minutes of reading, once:** the fourteen answers are written and await the service's approval. **As soon as they are approved the switchboard answers that same night**, and the record of what went out is handed over each morning.

To be settled by the service

Hours during which direct answering applies: _____

> **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-urssaf

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.

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