The court user channels — multichannel reception and plain language

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12 months of switchboard log, 3,900 emails of the year, registry standard letters · 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. **On every channel, the agent announces itself as an artificial intelligence in the first sentence** — article 50(1) of the European AI Regulation, applicable since 2 August 2026 — **and the court user can ask for a human at any moment. Exchanges stay within the registry's administrative scope, never on the merits of a case.**

Phone and email — what changes, and where

Indicator	Today	After	What explains the difference
Calls received	8,400	8,400	—
Unanswered calls	**2,688 — 32.0%**	**168**	**Every call picked up, the 12 topics handled to the end (77.0% of the flow)**

Indicator	Today	After	What explains the difference
Court users served in addition	—	**2,520**	**1,790 of them in the evening, at the weekend or over lunch**
Email response time	**11 days**	**1 day**	Reply drafted and sourced, reread by a clerk
First acknowledgement on a website form	**6 days**	**Within the minute**	Qualified acknowledgement: case number, chamber, next time limit

The peak in demand falls on hearing days, that is to say at the very moment the registry is least available: the clerks are in court. **It is a time-of-day problem, not a quality-of-service one — which is why it is solved by picking up, not by extra effort. On the written channels — WhatsApp Business, website chat, email — the court user has no account to create and no app to install; registry staff, for their part, write to the agent from Microsoft Teams, Slack or their mailbox.**

The merits boundary, held in every exchange

Question asked	What is done	What the court user gets
« When is my hearing? »	**Handled to the end**	The date, the time, the courtroom, the chamber
« Which documents must I produce? »	**Handled to the end**	The list from the filing notice, how to file, the schedule form
« How do I apply for legal aid? »	**Handled to the end**	Where to file, which documents, the office's contact details
« Am I going to win? »	**Redirected**	**The sentence that explains it, and the contact details: the bar association, the legal advice centre**
« Is this argument admissible? »	**Redirected**	**As above — the question is for the judge and, for advice, for a lawyer**

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Question asked	What is done	What the court user gets
« What will the judge decide? »	**Redirected**	**As above**
Total questions on the merits received and redirected over the year	**1,248**	**All with contact details: a redirection that gives the address is not a door closed**

The referral error rate, published every quarter

Quarter	Requests	Wrong referrals	Rate	Cause identified and fix
1st quarter	1,860	**132**	**7.1%**	**Caseload allocation read in its current version, not the one applicable at the date proceedings were brought**
2nd quarter	1,860	**11**	**0.6%**	**Fix: the case allocation order is read as it stood at the date of registration**

Plain language and the easy-to-read draft — 6 standard letters rewritten

Standard letter	Second call-backs it generates	What was rewritten	Supports served
Request for further documents	**128**	One document per line, the deadline at the top, an example schedule	Enclosed letter, notice, chat, phone
Notice of listing and summons	**84**	The date, time and courtroom in the first sentence; what to bring	Enclosed letter, notice, chat, phone

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Standard letter	Second call-backs it generates	What was rewritten	Supports served
Notification of a judgment	**61**	What the judgment says, from when it takes effect, where to find routes of appeal	Enclosed letter, notice, chat, phone
Service of documents on the other party	**42**	What a schedule of documents is, how to complete it, who to send it to	Enclosed letter, notice, chat, phone
Order to file submissions	**31**	The time limit, its starting point, what happens if it is not met	Enclosed letter, notice, chat, phone
Notice of adjournment	**15**	The new date, what remains valid, what must be redone	Enclosed letter, notice, chat, phone
Total	**361 of 508 second call-backs — 71%**	—	—

> **The point that must be put plainly: the plain-language version does not replace the act. The act served remains the act, in its form and with its wording; the plain version accompanies it and makes it readable. And the draft is submitted for approval: a plain-language version is approved, it is not inferred** — the head of registry settles the version, the clerk decides to enclose it. **Once approved, it is the same dated version everywhere: enclosed letter, reception desk notice, website chat, answer on the phone.**

The measurement protocol, written before going live: second call-backs on those 6 letters are counted **over two quarters, before and after**. **It is a protocol, not a promise: if there is no difference, the registry will hear it from the agent**, and the cause will be looked for elsewhere — probably in the moment of service rather than in the

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text.

Plain-language version of the 6 letters settled by the head of registry, on: _____

Measurement of second call-backs — baseline quarter: _____ comparison quarter: _____

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> https://bluelemonagent.ai/en/secteur-public/metiers/agent-ia-greffier

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