Reception desk — 11,800 enquiries, 11 subjects

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

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1,900 unanswered the same day, 4,300 about where a case stands · 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 states in its first sentence that it is a digital assistant of the court, not an officer.** This is not an option that can be switched off: the European regulation on artificial intelligence requires that anyone interacting with an AI system be informed, **and the caller can ask for an officer at any moment.**

What the service receives, and what goes unanswered

Channel	Annual volume	No answer the same day	Cause
Telephone	**7,200**	**1,480**	**Desk open 30 hours a week for 210,000 residents**
Counter	3,100	0	Queue during opening hours

Channel	Annual volume	No answer the same day	Cause
E-mails and site form	1,500	**420**	**11 days average time to answer**
Total	**11,800**	**1,900 — 16 %**	—

The eleven subjects — 7,100 enquiries out of 11,800

Subject	Enquiries a year	Where the answer is
Where a case stands and the hearing date	**4,300**	**Case management application — the answer existed, availability was missing**
Documents to provide for a step	780	Reception desk leaflets
Legal aid	610	Leaflet and contact details of the competent office
Consulting a file and copy of a decision	480	Registry access rules
Joining as a civil party	310	Service leaflet
Appeal deadlines	270	Particulars printed on the service document
… and 5 other subjects	350	Leaflets and pages of the court's site
Total	**7,100**	**60 % of enquiries already have their answer written somewhere**

The scope rule — what goes back with the right contact

Enquiry	Handling	What the court user gets

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Where does my case stand, when am I summoned	**Answered, with the date the information was last updated**	**The answer, at any hour**
What is going to happen, what are my chances	**Never an assessment of the outcome**	**The contact details of the bar, the legal advice point and the victim support service — a complete route**
Content of a file, investigation file under way	**Outside the scope in every case**	**The answer drafted by the agent goes to the registry, which sends it within 3 hours**
Request for an officer	Details taken, dated call-back for the service	**The subject is already noted when the officer calls back**

The measured result: enquiries with no answer the same day **1,900 → 470**, average time to answer an e-mail **11 days → 1 day**, and **430 hours given back to the reception desk over the year — 30 minutes down to 24 across 4,300 enquiries, that is 10 % → 8 % of the scale.**

For the court to settle

Direct-answer hours opened by the head of registry: _____

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-justice

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

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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.