Readable notifications — easy-read signed off and accessibility points

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

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1,040 call-backs down to 260 · 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 document itself is not touched by a comma: its particulars are what make it valid. What is added is a plain-language companion sheet, enclosed with the mailing.**

What the companion sheet carries

Item	Content	Length
What is expected of the person	**In one sentence, at the top**	1 line
What they must bring	List of documents	3 lines
Where to attend and when	Address, room, date, time	2 lines
What happens if they do not attend	**Written plainly, without procedural wording**	**2 lines**
Who to call to understand	Reception desk, legal advice point	2 lines

The versions available

Version	What changes	Where it comes from
Plain French	The court's usual wording	—
Easy-read	**Short sentences, one message per sentence, everyday words rather than procedural ones**	*« easy to read and to understand »*
Registry director's sign-off	**Every sheet reviewed and signed off before the first mailing; 3 of the 11 sent back for rewriting**	**They said “without delay” where the document said “within fifteen days”**

The court's website — what is a matter of wording

Point	What was done	Effect
Link labels	Explicit out of context	A screen reader announces the link, not « click here »
Heading structure	Hierarchy put back in order	The page can be navigated by keyboard
What belongs to the code	**11 defect sheets ready to send to the supplier**	**Each with the page, the criterion and the fix expected**

The public accessibility standard is the framework that applies to public-sector websites. **The agent handles what is a matter of wording and hands the supplier the list of what belongs to the code — the supplier only has to fix it.**

Help with online procedures

What the agent does	What the court user does
It gives the list of documents to gather BEFORE starting	They gather them in one go

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What the agent does	What the court user does
It fills the screen in front of the person from the documents brought	**They enter their own credentials and click submit — it is that click which makes the procedure theirs, and therefore valid**
It reads the screen with them and explains what is asked, and why	They ask their questions as the screen goes

What that gave

Measure	Before	After
Call-backs to the reception desk to understand a letter	**1,040 a year**	**260**
Online procedure sessions	—	**82 over the quarter, of which 71 went through to the end**
of which people who had never set foot in the courthouse	—	**38**
Saturday morning session	—	**29 people over a trial quarter**

> **The commonest abandonment is not technical:** the person starts, a supporting document is missing, they close the window and never come back. **Giving the list of documents before starting removes the cause.**

For the court to settle

Slot for the online procedure help session: _____

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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

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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.