Front-desk service — 11,400 calls, 14 topics

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

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38 % → 7 % of calls unanswered, 323 appointments booked · 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 says in its first sentence that it is a digital assistant of the registration service, not a member of staff.** This is an obligation built into the greeting: the European regulation on artificial intelligence requires that anyone interacting with an AI system be told so, and **the member of the public can ask to speak to a member of staff at any time.**

What the service receives

Channel	Annual volume	Unanswered before	Unanswered today
Telephone	**11,400**	**4,330 — 38%**	**798 — 7%**
Counter — requests for information	6,900	0	0
Total requests for information	**18,300**	—	**of which 11,600 on fourteen topics, answered at any hour**

The four topics that weigh the most

Question	Volume	What the agent answers
“Where has my copy request got to?”	**3,100**	**Date received, step under way, expected dispatch date — people call back when they do not know**
“What documents do I need for a marriage file?”	1,900	**The service's list, up to date, with its date**
“How do I acknowledge my child?”	1,450	The steps, the documents, **and the appointment booked there and then**
“I was born here forty years ago, how do I get my record?”	1,200	The form, the documents to attach, the turnaround
… and 10 other topics	3,950	Same handling
Total	**11,600 out of 18,300**	**63% of requests for information**

The rule held the most firmly

Request over the phone	What the agent gives	What goes out in writing, under sign-off
“Just tell me the mother's name on the record”	**Direction to the written request, and the copy under sign-off in 2 days**	**The content of the record, to those entitled to it, once standing has been checked**
“Where has my request got to?”	**The stage it has reached**	The complete copy, under sign-off
“What documents do I have to provide?”	The service's list, with its date	—

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Civil status is issued in writing, to whoever is entitled to it, once their standing has been checked. That is the rule that protects the people whose records are held — and it is also the one that protects the service, because a written request keeps the trace of who made it — 2 days instead of 8, and every issue traceable.

Appointment booking — 323 a year

Reason	Volume	What the agent does	Result
Lodging a marriage file	**186**	**A slot within the times opened by the head of service, list of documents, reminder the day before**	—
Acknowledgement of parentage	96	The same	—
Civil naming ceremony	41	The same	—
People turning up without their documents, over the quarter	**9**	—	**Against 44 last year — 35 fewer appointments to do over, and 35 families who did not have to come back**

> **The result:** unanswered calls **38% → 7%**, and **those that remain reach a member of staff with the topic already noted**, which shortens the call as much for the caller as for the service.

To be set by the council

Appointment times opened by the head of the registration service: _____

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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-officier-etat-civil

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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.