The ten reference answers — dated source and emergency escalation

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

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Answers served on WhatsApp Business, the website chat and email · 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. **This attachment publishes the emergency escalation rule settled by the head of service: an administrative channel is bound one day to receive a message that is not administrative. The scope served is administrative and NON-URGENT; the emergency numbers appear at the top of every reply.**

The escalation is triggered by the situation described, never by a keyword

What the rule looks at	What keyword detection lets through	Why	What goes to the station

The situation described: a person on the ground, a fire, smoke, an accident, violence	**The 7 messages in 10 that describe an emergency without using a single emergency word**	**Nobody writes « emergency » when there is one: they write what they can see**	**Immediate escalation, BEFORE the reply goes out**

Message received	What keyword detection would look for	What the rule in service sees
« There's someone on the ground outside no. 12 »	« emergency », « help », « accident »	**A person on the ground**
« It smells of burning at my neighbour's »	« fire », « blaze », « fire brigade »	**Smoke or a smell of burning**
« They're shouting very loud and something is banging against the wall »	« violence », « assault »	**Signs of violence in progress**

The rule, and it is a design rule rather than a setting: the emergency numbers — 17, 15, 18 and 112 — now appear at the top of EVERY reply, whatever it is; **and any mention of a person on the ground, a fire, smoke, an accident or violence triggers an immediate escalation to the station, BEFORE the reply goes out.**

Rule in service	Messages	Immediate escalations	Confirmed by the officer on duty	Rate
Since it entered service	**3,180**	**41**	**38**	**92.7 %**

The 3 false alarms are the price of the setting, and it is stated so that the station can refuse it. A setting that produced no false alarm would be a setting tuned too tight, and what it would let through is the message that describes an emergency without naming one.

The channels, and the compulsory announcement

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Audience	Channels	Annual volume	What it changes
Residents	**WhatsApp Business, website chat, email**	**1,940 enquiries arriving on these channels**	**No account to create, nothing to install — unclaimed rights avoided**
Station officers	Microsoft Teams, Slack, email	—	No change of tool
Requests for a human officer	All channels	**286**	**286 passed to the station — 100 %**

The announcement is not a configuration option: since **2 August 2026, article 50(1) of Regulation (EU) 2024/1689 on artificial intelligence** requires that anyone interacting with an AI system be informed, unless this is obvious. **The announcement is built into the welcome message, in the language of the person writing.**

What the delays became

Indicator	Before	After
Unanswered calls	**1,148 out of 4,100 — 28.0 %**	**197 out of 4,100 — 4.8 %**
Resident's email turnaround	**9 days**	**1 day**
Enquiries served in full by the 10 answers	0	**4,260 out of 6,400 — 66.6 %**

Emergency escalation rule settled by the head of the municipal police service, on:

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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-police-municipale

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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.