



# No-show rate by waiting time

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12 months · 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 demonstration. **No resident is named**. This record exists to understand why slots are lost, not to know who failed to attend.

| Time between booking and appointment | Appointments | Not attended | Rate         |
|--------------------------------------|--------------|--------------|--------------|
| Under 2 weeks                        | 2,140        | 86           | 4.0%         |
| 2 to 6 weeks                         | 1,880        | 169          | 9.0%         |
| <b>Over 6 weeks</b>                  | <b>1,410</b> | <b>268</b>   | <b>19.0%</b> |

**The rate quadruples between the short and the long band.** The relationship is clear over twelve months and three bands — which does not prove causation, but makes the reverse hypothesis hard to hold: it is not the no-shows that create a nine-week wait.

## What it costs, in slots

| Counter          | Appointments per week | No-show rate | Slots lost/week |
|------------------|-----------------------|--------------|-----------------|
| <b>Documents</b> | <b>200</b>            | <b>17%</b>   | <b>≈ 34</b>     |
| Registry office  | 145                   | 6%           | ≈ 9             |
| Planning         | 60                    | 5%           | ≈ 3             |

Thirty-four slots a week is roughly a day of officer time, at a counter whose queue is nine weeks long.

### What the reminder produces at your other counters

| Counter          | Reminder 3 days out | One-click release | No-show rate |
|------------------|---------------------|-------------------|--------------|
| Registry office  | <b>Yes</b>          | <b>Yes</b>        | <b>6%</b>    |
| Planning         | <b>Yes</b>          | <b>Yes</b>        | <b>5%</b>    |
| <b>Documents</b> | <b>No</b>           | <b>No</b>         | <b>17%</b>   |

**The mechanism already runs in your organisation, at two counters.** This is not a promise: it is a setting missing from a third.

### What the agent does in the calendar, and where its hand stops

| Action                    | Performed?                      |
|---------------------------|---------------------------------|
| Remind three days out     | <b>Yes, if you switch it on</b> |
| Offer to release the slot | <b>Yes</b>                      |
| Open slots                | <b>No</b>                       |
| Overbook                  | <b>No</b>                       |
| Cancel an appointment     | <b>No</b>                       |

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