Answers to users — 2,600 enquiries, 9 subjects

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

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Families, market traders and pool season-ticket holders · 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 from the first sentence that it is a digital assistant of the town hall, not a member of staff.** 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 a person at any time.**

The nine subjects — 1,940 enquiries out of 2,600

Subject	Enquiries per year	Where the answer sits
How much do I owe?	**680**	**The family's account: amounts due by period and by service, payments recorded with their dates**
I paid, why this reminder?	**412**	**Match between the payment and the receivable, with the date of each**

Subject	Enquiries per year	Where the answer sits
What is my rate?	**336**	**Adopted rate and date of the resolution that founds it**
How do I pay online?	248	Family portal, step by step
… and 5 other subjects	264	Service rules, opening hours, market calendar
Total	**1,940**	**The answer existed; it was availability that was missing**

A family that understands where its rate comes from disputes it ten times less than a family that is simply given a figure. That is why every answer carries the adopted rate and the date of the resolution: **it is not a formality, it is what makes the amount acceptable.**

What goes to the competent counter rather than getting an approximation

Request	Competence	What the agent gives
Challenge to a rate	**The council's resolution, handled by the schools department**	**The competent service, its contact details and the time to expect**
Request for financial support	**Municipal social action centre**	Contact details and days it is open
Question about a revenue order already transmitted	**Public accountant**	**Never an estimate given in the municipality's name**

Availability, which is the whole subject

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Measure	Before	After
Enquiries handled at any hour	**0**	**1,940**
Calls arriving outside the revenue office's opening hours, over the trial quarter	—	**58 %**
Enquiries left to the revenue manager	2,600	**660, with the family's account already open and the subject noted**

> **The revenue manager also staffs the town hall reception two days a week:** those are precisely the two days when revenue office calls went unanswered. **They are now handled, and the morning statement says what went out.**

For the authority to settle

Date for reading the nine answers: _____

> **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-regisseur-recettes

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.

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