Executive calls — 74 a week, sorted

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

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41 handed back to departments, 33 qualified messages · 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 its first sentence that it is a digital assistant of the urban community, not an officer.** 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.**

What becomes of the 74 weekly calls

Nature	Volume	Handling	What the secretariat receives
Service users looking for a department	**23**	**Answer, or competent department with name, number and opening hours**	**Nothing — they had no business reaching the executive**
Appointment requests	**18**	**Purpose qualified, three slots on the open ranges, preparation pack set up**	The confirmation to give

Nature	Volume	Handling	What the secretariat receives
For the executive — elected members, mayors, partners, departments	**33**	**Message taken with the purpose, the number and the urgency stated by the caller**	**The morning page**
A mayor's call	—	**Flagged within the minute**	**Never held for a record**

Why 23 service user calls were reaching the executive

Reason actually heard	Per week	Competent department
Collection and recycling centre	8	Waste directorate
Water bill and connection	**7**	**Water cycle directorate**
Transport and season tickets	5	Transport directorate
Housing renovation grant	3	Housing directorate

They got there because it was the only number they had. The routing table built from those 23 calls, **with the reasons actually heard**, fits on one page and hands those calls back to the department that knows the answer.

What that gives back to the secretariat

Measure	Before	After
Weekly interruptions	**74**	**33**
Calls reaching a competent department	By guesswork	**41 out of 41**
Messages handed over without purpose or number	Frequent	**0**

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Legal notice (in French): bluelemonagent.ai/mentions-legales

That is not time saved on work, it is time saved on interruption — the costliest kind when you are drafting minutes or a briefing note, because the thread then has to be picked up again.

For the body to settle

Reasons to be routed directly from the switchboard: _____

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-secretaire-de-direction

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