Switchboard and counter — 2,100 calls, 12 subjects

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

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The 12 subjects covered, and what goes to the competent counter · 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 town hall, not a member of staff.** The statement is made as a matter of course: the European regulation on artificial intelligence requires that any person interacting with an AI system be informed, and **the caller can ask to speak to a person at any moment.**

What the municipality receives, channel by channel

Channel	Annual volume	Unanswered	Cause
Telephone	**2,100**	**861 — 41 %**	**Town hall open 12 hours a week, one person in the secretariat**
Counter	900	0	Concentrated on three half-days
E-mails	560	0	**But 9 days of waiting on average**

The twelve subjects — 2,340 enquiries out of 3,560

Subject	Enquiries per year	Where the written answer is
Opening days and hours	**412**	Municipality's website
School enrolment and canteen	306	Canteen rules, resolution on rates
Identity card and passport	**288**	**Outside the municipality's competence — see below**
Village hall	241	Resolution on rates, standard agreement
Bulky and green waste	227	Inter-municipal collection calendar
Planning — documents required	196	Filing slip
Cemetery and concessions	158	Resolution on rates, cemetery rules
Electoral roll	142	Municipality's website
Citizenship registration	121	Municipality's website
… and 3 further subjects	249	Municipal decrees and resolutions
Total	**2,340**	**The answer exists; availability was what was missing**

The competence rule — what goes to the right counter

Request	Competence	What the agent gives
Identity card, passport	**A town hall equipped with a recording device — Vaux-sur-Cerne is not**	**Name of the nearest authorised town hall, address, opening hours, pre-application link, documents to prepare**

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Request	Competence	What the agent gives
Waste collection	Inter-municipal body	Calendar, service number, collection days for the street concerned
Progress of a permit	Shared processing service	**Progress is never given — the request goes to the town hall secretary**
Social assistance	Department	Contact details of the service, drop-in days

An exact answer, or the right counter: the town hall never commits beyond its own competence. That is why the agent never fills in an answer outside its competence: **it gives the counter, the address and the deadline**, which is exactly what the resident was after.

Appointment booking

Step	What the agent does	Who decides
Qualify the request	Purpose, documents to bring, time to allow	Rules set by the municipality
Offer a slot	**Only on the slots opened by the town hall secretary, never outside them**	**The town hall secretary opens the slots**
Confirm	Reminder the day before, with the list of documents	—
Appointment with an elected member	**Request passed on, never booked directly**	**The elected member**
Result over the quarter	**74 appointments booked, 3 people arriving without their documents**	**Against 19 last year**

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The measured result: unanswered calls **41 % → 6 %**, and **the 6 % that remain are those asking for a person — they arrive with the subject already noted and the number to call back.**

For the municipality to settle

Appointment slots opened by the town hall secretary: _____

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-mairie

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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