



Switchboard and counter — 2,100 calls, 12 subjects

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861 unanswered calls, 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.**

That is not a switchable option: 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, and what goes unanswered

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
<i>... and 3 further subjects</i>	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

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

A wrong answer given in the town hall's name costs more than a call not picked up. 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

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: _____

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