Office switchboard — 1,850 calls sorted

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One week · 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 word that it is an artificial intelligence**, before any question, and recalls that a public servant can be requested at any moment. The European regulation on artificial intelligence has required, since 2 August 2026, that any person interacting with an AI system be informed.

The week's sorting

Family	Volume	Handling	Gain
Recurring questions	**1,180**	**Handled end to end — appointment, what to bring, how to prepare, status of a request, hours and access**	**5 min → 3 min, that is 10 % → 6 %, and zero waiting**
Routings	470	Transferred to the right department **with the reason already noted**	**The service user does not tell their story twice**

Family	Volume	Handling	Gain
Passed to a public servant	**200**	Transfer with the record already open	The public servant picks up where the exchange stood

What ALWAYS goes to a public servant, without the caller having to ask

Situation	Why
Request for a result or a medical explanation	**An act reserved to health professionals**
Complaint	An automatic answer to a well-founded grievance makes it worse
Distress, pain or anxiety expressed	**An automatic answer to someone who is unwell does more damage than a wait**
Cancelling an operation appointment	The consequence goes beyond the diary
Anyone asking a second time for a human	**Nobody should have to negotiate with a machine in a public service**

Measured results: unanswered calls at peak times **22 % → 4 %** · **39 hours a week** given back to staff on recurring questions alone · interruptions of a member of staff mid-typing: **23 a day → 4**. **3.1 % of callers ask for a public servant and get one in 40 seconds on average.**

> **No individual indicator is produced about staff**: no calls per person, no average duration, no volume per person. The reason is mechanical: a calls-per-person counter becomes a target, and the target shortens the difficult calls — the ones that needed to last. **If management asks for those indicators, the agent produces them**, bringing the three conditions to be met: proportionality, prior information of staff,

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consultation of the staff representative bodies before implementation. **The decision belongs to the establishment.**

To be settled

Assistant-and-manager pair appointed to fix the answers to recurring questions: _____

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-medical

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.