Calls outside opening hours — 214

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

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Month of July, 1,340 calls · 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. **A resident who works the same hours as the town hall had, for a two-minute question, only the choice of taking half a day off or giving up. These 214 calls used to ring out into the void; they are now answered.**

The 214 calls, band by band

Band	Calls	Answered on the spot	Other outcome
17.30 – 20.00	**138**	**112**	18 appointments booked, 8 call-backs at opening
Saturday 8.00 – 12.00	**51**	**41**	8 appointments booked, 2 call-backs
Before 8.30	**25**	**18**	5 appointments booked, 2 call-backs
Total	**214**	**171**	**31 appointments, 12 call-backs — all twelve called back before 10.00**

The 171 answers given on the spot concerned three items already published — a department's hours and address, the documents for a common procedure, the collection day — **and each cited its source to the caller**: “under the order of 4 July”.

The 47 calls whose answer was not servable as it stood, counted one by one

Family	Calls	What was done with them
Individual case in progress	**23**	**Transferred to the front-office officer with the stated subject and what had already been said — nothing to repeat; all 23 handled the same day**
Item absent from the knowledge base	**12**	**Written up, seven lines each with their source; the three most asked cover 8 of the 12 calls. Review and go-live stay with the authority**
People kept at a distance by written or administrative language	**12**	**Transferred to a front-office officer, and the need handed over costed: all twelve turned on the same three items**
Total	**47**	**Of the month's 1,340 calls, none lost — 1,293 answered in the exchange or in one transfer**

What this switchboard carries, and what belongs to another agent

Need	Where it is handled
Picking up and answering from what the authority has published, at any hour	**The core of this switchboard**
Booking an appointment in the right department's diary, with the documents to bring	**The core of this switchboard**

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Need	Where it is handled
Transferring to an officer with the subject and the context already noted	**The core of this switchboard**
Plain-language version, easy-read transcription, translation or spoken version of an item	**The Accessibility and inclusion agent, which sets its languages, its formats and its human approval — outside the core of the present offer**

The figure on which opening the accessibility work is decided is in this document, and it is measured: 12 calls over the month, all turning on the same three items. **That is not scatter, it is an audience.**

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/solutions/agent-ia-standard-telephonique

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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