Unanswered transfers — 23 calls

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

Document issued on 09/11/2026

Planning department · 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 demonstration. **Callers are not named.** This list exists to get a handset answered, not to build a register of applicants.

Day	Calls transferred	Unanswered	Callback accepted	Callback declined
Tuesday afternoon	7	**7**	5	2
Wednesday	9	**9**	7	2
Thursday morning	7	**7**	5	2
Total	23	**23**	**17**	6

Twenty-three transfers, twenty-three silences. A handset that never answers is not a busy handset: it is one whose state needs establishing, and all three possible causes give the same symptom.

The three possible causes, and what would separate them

Hypothesis	What would confirm it	In my data?
Department absent	Rota or absence message	**No**
Misconfigured divert	Handset configuration	**No**
Handset unplugged or faulty	Line status	**No**

None of the three is verifiable from the call log. That is why the flag goes to the head of department AND the front-office manager: one knows, the other has to honour the callbacks.

Stated subjects of the 23 calls

Subject	Count	Handled at the switchboard?
Progress of a case	11	**No — individual case**
Documents for a prior declaration	6	**Yes**
Appointment with a case officer	4	**Yes**
Other	2	To be seen

> **Ten of the twenty-three calls could have been handled without the department.** They were transferred because the caller asked for planning, not because the question required it. That is a routing setting, and it is adjusted after the handset is answering again.

> **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

LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales

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.