



# Naubourg switchboard — 18,600 calls, 15 topics

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

Document issued on 24/09/2026

Twelve months of telephone system logs · 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 record covers what the authority receives, not what any one person does.** No individual indicator is established: **on a front desk of three officers, a named indicator would immediately point at someone.**

## What the town receives each year

| Channel         | Annual volume | Of which the 15 recurring topics | Observation                                                                     |
|-----------------|---------------|----------------------------------|---------------------------------------------------------------------------------|
| Telephone calls | 18,600        | 12,200                           | 4,650 unanswered — 25 %, concentrated at peak hours                             |
| Counter visits  | 9,400         | 5,900                            | One service user in five travels in for a question that can be settled by phone |

| Channel      | Annual volume | Of which the 15 recurring topics | Observation                                                                   |
|--------------|---------------|----------------------------------|-------------------------------------------------------------------------------|
| E-mails      | 4,300         | 2,600                            | Handled by the departments, outside the switchboard                           |
| <b>Total</b> | <b>32,300</b> | <b>20,700</b>                    | <b>Two enquiries out of three already have their answer written somewhere</b> |

## The 15 topics — 12,200 calls out of 18,600

| Topic                                                    | Calls a year | Where the written answer sits                                                         |
|----------------------------------------------------------|--------------|---------------------------------------------------------------------------------------|
| <b>Opening hours, days, departmental contact details</b> | <b>3,140</b> | Town website, organisational decrees                                                  |
| <b>School and canteen registration</b>                   | <b>2,460</b> | <b>School service rules and rates resolution — answer out of date before revision</b> |
| <b>Identity card and passport</b>                        | <b>1,980</b> | <b>Town holds the enrolment equipment — answer and appointment</b>                    |
| Civil status                                             | 912          | Register and issuing procedure                                                        |
| Planning — documents required                            | 744          | Filing schedule                                                                       |
| Social assistance from the social action centre          | 690          | Social assistance rules, resolutions                                                  |
| Bulky waste and garden waste                             | 612          | Inter-municipal collection calendar                                                   |
| Cemetery and concessions                                 | 418          | Cemetery rules, rates resolution                                                      |
| Municipal hall                                           | 396          | Rates resolution, standard agreement                                                  |
| <i>... and 6 further topics</i>                          | 848          | Decrees, resolutions and website pages                                                |

| Topic | Calls a year | Where the written answer sits                            |
|-------|--------------|----------------------------------------------------------|
| Total | 12,200       | The answer existed; it was availability that was missing |

## The three items measured, and what the agent does with them

| Item                                             | Share of time, before | After | In duration     | Annual volume | Time returned                            |
|--------------------------------------------------|-----------------------|-------|-----------------|---------------|------------------------------------------|
| A service user's wait at the Monday peak         | 60 %                  | 10 %  | 3 min → 30 s    | 18,600        | 775 h of waiting spared to service users |
| Routine enquiry                                  | 36 %                  | 8 %   | 3 min 36 → 48 s | 12,200        | 569 officer hours                        |
| Booking an appointment with the right department | 48 %                  | 9 %   | 4 min 48 → 54 s | 1,680         | 109 officer hours                        |
| Total officer time returned                      | —                     | —     | —               | —             | 678 hours a year                         |

**678 hours is more than nineteen weeks of a full-time officer's work, spread across three front-desk officers. It is not a budget saving and it must not be presented as one before a council:** no post is cut, none is created. **It is officer time returned to the service delivered to residents** — and what defends itself in the chamber is what that time produced.

## For the authority to settle

Order of revision of the 15 answers settled by the head of reception: \_\_\_\_\_

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.