Yearly review — 678 hours returned to the front desk

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

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Telephone logs, appointment register, front-desk records · 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 calculation belongs to the authority and fits in two lines** — it can be redone without us, from the town's own logs. **This is the page to carry into the chamber.**

The calculation, item by item

Item	Share of time	Duration	Annual volume	Time returned
Routine enquiry	**36 % → 8 %**	**3 min 36 → 48 s**	**12,200**	**569 hours**
Booking an appointment with the right department	**48 % → 9 %**	**4 min 48 → 54 s**	**1,680**	**109 hours**

Item	Share of time	Duration	Annual volume	Time returned
Total officer time	—	—	—	**678 hours — more than nineteen weeks of a full-time officer's work**
A service user's wait at peak	**60 % → 10 %**	**3 min → 30 s**	**18,600**	**775 hours of waiting spared to service users**

These hours are not a budget saving, and they must not be presented as one: no post has been cut, none has been created. **It is officer time returned to the service delivered to residents** — and before a council, what defends itself is what that time produced.

What those hours produced — the waiting times held for service users

Commitment	Before	After	Source
Unanswered calls	**25 %**	**3 %**	Telephone system logs
Longest Monday morning queue	**7 calls**	**1 call**	Telephone system logs
Service users arriving without their documents	**78 out of 420**	**9 out of 420**	Appointment register
Appointments completed on the first visit	**341 out of 420**	**402 out of 420**	Appointment register
Waiting time for an identity card appointment	**21 days**	**12 days**	Departmental calendars
Missed appointments per quarter	63	**18**	Appointment register

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Equal access — what is not counted in hours

Measure	Value	Reading
Online procedures assisted	96, of which **84** carried through	**And 9 of the remaining 12 completed after a call-back**
Calls asking for a plain-language version	**118**	**A dedicated agent, and it is not part of what this agent includes**
of which service users who had never called the town	**51**	**Perhaps the only figure the elected members will remember**
Calls absorbed for the 5 neighbouring municipalities	**2,900**	**112 hours returned to five town hall secretaries**

The framework measure

Indicator	Year
Calls traced	**18,600**
Calls whose answer carries its source	**18,600**
Individual decisions taken without a public officer	**0**
Service-user data out of the town's network	**0**
Transfers outside the European Union	**0**

> **Those zeros are not a cautious setting: they are the way the agent is wired.** The read-only technical account has no right to write, and no individual decision is taken outside a department.

For the authority to settle

Date of presentation of the review to the town council: _____

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Request a demo with your own documents

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https://bluelemonagent.ai/en/secteur-public/metiers/agent-ia-standardiste

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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.