



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

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 figure that does not flatter the agent, published with the rest

Finding	Volume	Measured cause	What was done
Misrouted calls, quarter 1	214 out of 3,100 — 6.9 %	171 due to an out-of-date internal directory	Nightly reconciliation with the organisational decrees
Misrouted calls, quarter 2	36 out of 3,260 — 1.1 %	Requests straddling two departments	6 written routing rules

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

Indicator	Year
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: _____

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.