Technical framework — where service users' calls live, and how to leave

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Local inference, read-only, processing in the EU targeted · 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. **It describes the architecture actually offered.** A switchboard hears personal situations, social hardship and live case files: **these are personal data of public service users, and the authority is their custodian.**

The two deployment modes, at the authority's choice

Mode	Where computation happens	What leaves the network	For whom
Local inference	**On a machine belonging to the authority**	**Nothing**	Authorities that already run a server
Isolated resource	On a dedicated server hosted in France, under French law	**Nothing outside the European Union**	Authorities that would rather not administer a machine

Local inference means the model computes on your own machine: the service user's voice and the content of their request cross no external network to be processed. **In both cases the resource is dedicated to Naubourg: no pooling with another authority** — that is the condition for the continuity of the service.

What protects service users' data

Point	Implementation	What the town can write to a service user who asks
Training	**No service user request feeds any model, neither ours nor a third party's**	“Your call trains no system”
Write rights	**The read-only technical account has no right to write**	“The tool cannot alter any file, technically”
Encryption	In transit and at rest	“A stolen medium stays unreadable”
Role-based access	**Rights follow the job**: the switchboard does not open social assistance files, planning does not open civil status — **7 roles, 0 out-of-role access in the log**	“Each officer sees only what their duties require”
Informing the service user	**Digital assistant announcement from the first sentence, and transfer to an officer on request**	“You know who you are speaking to, and you can ask for a person”
Hosting	**France, under French law**, architecture designed to reduce exposure to extraterritorial legislation, location alone not being enough to guarantee immunity	“Deployment objective: processing and access within the European Union”

What the agent plugs into — with no migration

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Tool already in place	What the agent does there	What changes for the departments
Telephone system	**Answers on overflow and outside opening hours**	**No number changed, no equipment replaced**
Departmental calendars	Books appointments on the open slots	**Slots stay opened by the head of reception**
Front-desk knowledge base	Reads the answers and flags those that have aged	It remains the officers' reference
Service-user relations software	Files the record of each call	**The case files stay the departments'**
Town website	Reads the published pages	Nothing: no writing at all

The way out — checkable before deliberating, not after

Element	What becomes of it on the day of termination	What stays with the authority
The call forwarding	**Removed in one operation**	**The switchboard works exactly as before, on the same numbers**
The 15 standard answers	Exported in a format readable without us	**They are made of the town's own material: they belong to it**
The 5 neighbouring municipality bases	Handed back to each municipality	**Each leaves with its own, and nothing else**
The call log	Handed back in an open format, or destroyed	**The authority chooses, and the question is settled at go-live**
The subscription	**Annual, with no tacit renewal**	**It is renewal that takes a decision, not termination**

A dry-run exit is offered at the end of the first quarter, half a day: the forwarding is removed, we check that the front desk works as before, we switch back on. **The least costly day is the first Friday afternoon of July — 26 calls on average. The council will know what the promise is worth before having committed a second year.**

For the authority to settle

Deployment mode chosen (local inference / isolated resource): _____

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/metiers/agent-ia-standardiste

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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