



Help with online procedures — 96 assisted

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84 carried through, 0 credentials entrusted · 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 agent logs into no one's account on their behalf, and has no need to: it is the service user's own entry that makes the procedure theirs, therefore valid, and puts it beyond any challenge.**

*An online procedure is a formality carried out entirely online, on an administration's website. **The most frequent abandonment is not technical:** the person starts, one paper is missing, they close the page and never return. **Giving the list of documents before starting removes the cause, not the symptom.***

What the agent does, and what the service user does

The agent	The service user
Gives the list of documents to prepare BEFORE logging in	Gathers their papers
Reads the screen, explains what is asked and why	Enters their own credentials

The agent	The service user
Dictates the values the person has in front of them — civil status, address, file numbers	Copies them out and checks
Flags a missing document before validation	Validates — and that click is what makes the procedure
Sends the summary of what was filed and what is left to do	Keeps it

The result over the quarter

Measure	Value	Reading
Telephone assistance sessions	96	—
of which carried through to the end	84	84 journeys to the town hall that did not happen
Left waiting for a document to be requested elsewhere	12	Each person left with the counter, the address and the deadline
Completed after a call-back from the agent	9 out of 12	The call-back is what prevents giving up
Data entry time	24 minutes → 9 minutes	Reading the screen removes the back-and-forth

The support session proposed

Parameter	Proposal	What the trial says
Slot	Wednesday 5 to 7 p.m.	38 service users over a trial quarter
Held by	The agent, with a front-desk officer on call	For anything outside the 15 topics
Public reached	—	22 of the 38 had never called the town during opening hours

Parameter	Proposal	What the trial says
Cost to the authority	No opening hour added	And none taken from service users

Non-take-up shows on no dashboard: the person who gives up does not call back.
The 84 completed procedures and the 9 resumed after a call-back are the only measurable trace of what would have been lost.

For the authority to settle

Online procedures assisted as a priority: _____

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.