Help with online procedures — 96 assisted

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

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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**

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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: _____

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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