Accessibility — passed to a dedicated agent, and the framework points

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Document issued on 09/11/2026

Equal access to the service, and non-take-up avoided · 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 is the service users least at ease with writing, with French or with the telephone who decide whether the service is genuinely delivered to everyone** — and they are the first to give up, without ever complaining.

Easy read — "easy to read and understand" — and plain language are the job of the Accessibility, Easy Read and Translation agent: a dedicated agent, and it is not part of what this agent includes. Non-take-up is the open entitlement that is never claimed, because the person did not know it existed or could not ask for it.

The fifteen topics, in all their versions

Version	What changes	Who chooses
Everyday French	The town's usual wording	The service user

Version	What changes	Who chooses
Plain-language version — complementary agent	**Pass this content to the Accessibility, Easy Read and Translation agent**	**A dedicated agent, and it is not part of what this agent includes**

None of these versions is served until it is settled: the plain-language version handed back by the complementary agent — a dedicated agent, and it is not part of what this agent includes — is submitted to the head of the front desk, who dates and signs it. **Once approved, it is the same dated version on the phone, at the counter, on the website and in the letter** — that single source, more than the rephrasing, is what makes contradictions between supports disappear.

What it gave over a quarter

Measure	Value	Reading
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**	**Non-take-up avoided — that is not counted in hours**
Non-French-speaking calls taken for the 5 neighbouring municipalities	**190**	**They had first called their own town hall, which was closed — 138 passed to a front-desk officer, 52 left with a dated appointment**
Calls transferred to an officer after rephrasing	31	Rephrasing never replaces a request for a person

The town website — what comes from the writing

Point revised	What was done	Effect
Link labels	**Explicit out of context**	**A screen reader announces the link, not “click here”**

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Point revised	What was done	Effect
Heading structure	Hierarchy put back in order	The page can be browsed by keyboard
Alternative texts for images	Written to describe the image	Visuals stop being silent
What comes from the site's code	**11 points listed for the supplier**	**Contrast, forms, navigation — each with the page, the criterion and the correction required**

The national accessibility framework is the reference framework for accessibility improvement that applies to public websites. **The agent handles what comes from the writing and hands the supplier the list of what comes from the code — written, ready to send.**

> **The greeting says, from the first second, that the service user can ask for an officer.** Someone who does not know they can ask for one never asks: **the announcement does more than the rephrasing.**

For the authority to settle

Plain-language version of the 15 answers — handed back by the complementary agent, a dedicated agent, and it is not part of what this agent includes — settled by: _____ on: _____

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

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