



What the agent does alone, and what is logged

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

Document issued on 24/09/2026

3 reversible actions, 6,360 traced calls · 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. **Three actions, not one more, and each is withdrawn with a single word.** Everything else waits for a decision. This is the page to hand the councillor who asks the question.

The three actions

Action	Rhythm	The reverse holds too	Withdrawal
Answering the phone	On every overflow or out-of-hours call	As soon as an officer is free the call is passed to them — a service user who asks for a person always gets one	With one word
Filing the call record in the department's queue	The same day	The record is deleted at the period set by the authority, and carries no assessment	With one word

Action	Rhythm	The reverse holds too	Withdrawal
Flagging and rewriting a standard answer that a new text amends	The following night	A decision reversed restores the previous version, flagged in the same way	With one word

What always waits for a decision

Situation	Whom it belongs to	What the agent hands over
Answering on a live individual file	To the department concerned	The answer drafted within 3 hours, with the file's documents alongside — it goes out from the department, which makes it reasoned and open to challenge
Opening an appointment slot	To the head of reception	The occupancy rate of the existing slots and the observed waiting time per procedure
Committing to a deadline in a department's name	To the department head	The deadline actually observed over the past twelve months
Settling a standard answer	To the head of reception	The updated version, its dated source and the number of calls concerned
Producing a named indicator	To the chief executive, conditions met	See below

If an elected member asks for an activity indicator — and that is a legitimate request

Point	What the agent brings
-------	-----------------------

Granularity	By department, never by person
Warning given beforehand, not afterwards	On a front desk of three officers, a “by department” indicator still points at someone — the choice belongs to the chief executive in full knowledge
Prior information of the staff	Note ready, stating what is measured and what is not
Written purpose and retention period	Draft wording, for the authority to correct

What is measured instead

Indicator	What it showed this year	What it allows to be decided
Calls received, by channel and by hour	18,600 calls, Monday morning peak	Where to place the reception effort
Topics that come back	School registration calls are packed into six weeks	Management information, given without putting a single name on it
Waiting times held and missed	Appointments, call-backs, follow-up letters	What the town can promise its service users

The log serves to answer a service user asking what was said during their call, and to reopen a disputed routing. It is evidence the authority had on none of its tools.

For the authority to settle

Retention period for call records settled by the authority: _____ months

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 LINDBERGH FORMATION — a simplified joint-stock company with share capital of €250,000 · Registered office: 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114 · SIRET 817 946 114 00029 · VAT FR 60 817 946 114 · "Blue Lemon Agent" trade mark · Training-provider registration no. 119 108 635 91 (Île-de-France prefect — this registration does not amount to State approval) · Qualiopi certified, no. 03896, for the "training actions" category · contact@bluelemonagent.ai · dpo@bluelemonagent.ai · Hosted in France.

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.