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

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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 **Three actions, not one more, and each is withdrawn with a single word.** Everything else waits for a decision.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

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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

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

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