



Document check — 78 service users down to 9

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Checked before the appointment, not at the counter · 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 document is checked three days before the appointment, while the service user still has time to find it.** *A completeness check is the verification that every document the form requires is present, valid and legible.*

The route, step by step

When	What the agent does	What the service user receives
D-3	Reminder of the list and offer to upload to the town's secure drop-off	The list, and the option to photograph their papers
On the day of upload	Each document read and compared with the form: nature, validity, legibility	What is fine, what is missing, and where to obtain it

When	What the agent does	What the service user receives
D-1	Checked file handed to the department, documents sorted in the order of the form	Reminder of the slot
On the day of the appointment	The department's officer examines an already sorted file	One visit that is enough

The most frequent gaps, flagged before the visit

Gap	Occurrences over the quarter	What the agent says about it
Proof of address older than three months	31	Flagged beforehand, with the list of accepted proofs
Document illegible or cut off in the photograph	22	A new photograph requested the same day
Document to be requested from another administration	17	Counter, address and deadline given — the only case where rescheduling actually helps
Expired document	9	Flagged with the renewal procedure

The result measured across 420 appointments

Measure	Before	After	What it changes for the service user
Service users turning up without the documents requested	78	9	69 pointless journeys spared
Appointments completed on the first visit	341	402	A procedure closed in one go

Measure	Before	After	What it changes for the service user
Slots lost for want of documents	78	0	The 9 remaining cases were known the day before: the slot was reassigned

The decision to accept or refuse a document remains with the department's officer — and it is handed to them within minutes, each document matched to the line of the form it satisfies. That examination is what commits the town, and it is carried out on a sorted file rather than on a pile.

The extension proposed for social assistance files

Finding	Volume	Consequence
Social action centre files processed twice over for want of one paper	61 out of 214	Each kept an entitlement waiting
What it takes to avoid it	The form and the list of documents	The check starts the following week

For the authority to settle

Procedures whose documents are checked before the appointment: _____

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