Document check — 78 service users down to 9

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

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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**

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

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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.