Direct-answer mandate — fifteen topics, capped and dated

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

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No individual file, three-month review · 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. **Nothing goes out directly before the mandate is signed.** Until then the agent transfers and prepares draft answers; **it is the front-desk officers who send them.**

What the mandate earns — the figure that decides

Measure	Without mandate	With mandate
Calls on the 15 topics settled on the first call	**Three call-backs spread over the week**	**Immediate answer, 12,200 a year**
Unanswered calls	**25 %**	**3 %**
Question asked on a Saturday	**Handled on Monday**	**Handled on Saturday**
Answer on an individual file	6 days	**Drafted in 3 hours, sent by the department**

The mandate, in six lines

Clause	Content
Exact scope	**The 15 topics, listed by name, and nothing else. Any question outside that list goes to the competent department with the topic noted, or comes back with a draft answer written and sourced**
Absolute prohibition	**No answer on a live individual file: neither a permit under review, nor a civil status situation, nor a social assistance file. General information is not an individual decision**
Wording carried by every answer	**The source — resolution, decree, rules or website page — with its date, and the digital assistant announcement from the first sentence**
Next-day control	**Daily record of the previous day's calls, on one page: volumes, topics, answers given, calls transferred — a wrong answer is caught the same day**
Term	**Reviewed after three months. Without an explicit decision at the review, the mandate stops — it is renewal that takes a signature, not termination**
Withdrawal	**One word from the head of reception, and direct answering stops within the minute; calls revert to transfer**

What is published to service users

Medium	Content	Where
Public notice	What the assistant handles, what it does not, how to ask for an officer	**Posted at the front desk and on a dedicated website page**
Telephone greeting	**The digital assistant announcement, from the first sentence, and how to ask for an officer**	**On every call, without exception**

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Medium	Content	Where
Item on the council agenda	Presentation of the mandate and its scope	The meeting following signature

The review timetable

Deadline	What is produced	Who decides
D+30	First record: volumes, response times, corrected answers, routings	For information
D+90	**Full record and proposed revised scope**	**The chief executive — without an explicit decision, termination**
At any time	Withdrawal of one topic or of the whole mandate	The head of reception

> **A written mandate, capped, dated and withdrawable with a single word is not a legal precaution: it is what makes it possible to say yes.** The authority does not choose between reviewing every answer and signing a blank cheque.

For the authority to settle

Date of signature of the mandate and date of the three-month review: _____

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