



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

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.

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

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: _____

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 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.