Shared switchboard — the five neighbouring municipalities

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

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2,900 calls a year, 5 separate bases · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The agent answers in the name of the municipality called, never in the name of the central town. Nothing is pooled of what must remain a municipality's own: not a rate, not an opening hour, not a department's name.**

What each municipality's base carries

Element	Origin	What stays with the municipality
Secretariat opening hours and days	Municipal decree	**The update, with one word**
Rates — municipal hall, cemetery, canteen	**The municipality's resolutions, with their dates**	**The vote, and it alone**

Element	Origin	What stays with the municipality
Answering scope	Approved by the town hall secretary	**She widens or narrows it whenever she wishes**
Transfer	To the town hall secretary	As soon as the request leaves the approved scope

The 2,900 calls of the year

Handling	Volume	What it gives back
Handled at first line	**1,870**	**112 hours returned to five town hall secretaries**
Passed on with the topic noted	**1,030**	**The secretary picks up a request already written**
Received while the town hall was closed	**1,240**	**These municipalities open between 8 and 14 hours a week**
Non-French-speaking calls	190	**138 passed to a front-desk officer, 52 left with a dated appointment**

For the central town the effect is immediate: its three officers no longer take the 2,900 calls of the neighbouring municipalities in the middle of their own. **That is reception capacity returned to its own service users, without any municipality losing control of what is said in its name.**

The monthly record sent to each town hall secretary

What it carries	What it showed in the first month
Calls received and topics	**Two municipalities saw a topic they were not seeing**

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What it carries	What it showed in the first month
Topic on the rise	**Questions about the bulky waste calendar doubled after the round was changed**
Answers given and transfers	With the source of each answer
Proposal enclosed	**A one-page notice, written, that answers before the call**

> **No municipality sees another's calls.** The five bases are separate, and so are the five records: **pooling covers the service, never the data.**

For the municipalities to settle

Answering scope approved by each town hall secretary: _____

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

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