Scope rule — who answers what

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

Document issued on 09/11/2026

15 topics answered, 6 families routed · 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 agent answers within the scope opened by the authority; anything outside it leaves with the name of the competent counter, its address and its deadline. An approximate answer given in the town's name costs more than an unanswered call.**

What answering the phone changed, measured over the quarter

Measure	Before	After
Unanswered calls	**25 % — 4,650 a year**	**3 %**
Average wait at the Monday morning peak	**3 minutes — 60 % of the call's duration**	**30 seconds — 10 %**
Routine enquiry	**3 min 36 — 36 % of the time of the request**	**48 seconds — 8 %**
Longest Monday morning queue	7 calls	**1 call**

The six families of requests that go to the competent counter

Request	Competence	What the agent gives the service user
Vehicle registration, driving licence	**State service**	**Name of the service, address of the online procedure, published deadline, documents to prepare**
Waste collection, recycling centre	Inter-municipal body	Calendar, department number, collection day for the street concerned
Departmental social assistance	Department council	Contact details, surgery days, documents to prepare
Taxes and duties	State service	Competent counter and opening hours
A planning permission under review	**Processing service**	**Progress is never given: the request goes to the department with the topic noted**
Social landlord	Landlord organisation	Contact details and purpose of the request

What goes to a town officer, and how

Situation	What the agent does	What the department receives
The service user asks for a person	**Immediate transfer if the front desk is open**	**The call, with the topic already noted**
The front desk is closed	Dated call-back filed in the department's queue	Name, number, purpose, time of the call
The request concerns an individual file	**No answer: the request goes to the department**	**The draft answer already written, with the file's documents alongside — out within 3 hours instead of 6 days**
The request straddles two departments	Routed to the one that handles it most often	**The other department named, in plain sight, for the officer taking over**

LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales

Routing follows the organisation chart and the internal directory, reconciled every night with the organisational decrees. That reconciliation is what took misroutings from **6.9 % to 1.1 %** from one quarter to the next.

For the authority to settle

Departments whose calls are transferred without filtering: _____

> **Request a demo with your own documents**
>
> This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.
>
> https://bluelemonagent.ai/en/secteur-public/metiers/agent-ia-standardiste

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.

LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales