



Fifteen standard answers — sourced and dated

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6 rewritten, each aligned on the text in force · 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 15 answers are written and backed by their source** — resolution, organisational decree, rules or website page, **with its date. The head of reception reviews, corrects with a single word and settles the version: that approval is what commits the town's word.**

The three answers that weigh the most

Topic	Calls a year	Governing source	Status
Opening hours and departmental contacts	3,140	Organisational decrees and town website	Rewritten — two departments changed reporting lines

Topic	Calls a year	Governing source	Status
School and canteen registration	2,460	Resolution on school service rates	Rewritten — the rate posted at the front desk was the previous one
Identity card and passport	1,980	Town procedure, enrolment equipment	Up to date
Sub-total	7,580	—	Six recurring calls out of ten

The 6 answers that no longer matched the organisation in force

Answer	What no longer matched	Governing text	Calls a year
School service and canteen rate	Rate replaced in council	Resolution on rates	2,460
Reporting line of the sports department	Department moved under the community life directorate	Organisational decree	410
Address of the housing counter	Counter relocated to the municipal social action centre	Organisational decree	287
Floor of the revenue office	Office installed on the first floor	Internal memo	164
Municipal hall rate	Rate revised in council	Resolution on rates	396
Cemetery concession rate	Scale revised in council	Resolution on rates	418
Total	—	—	4,135 calls a year started from an out-of-date answer

These 6 gaps existed before the agent. They only show when the front-desk notice and the register of resolutions are laid side by side — **and nobody had the time to do it, because this work only shows when it has not been done.**

What each standard answer carries

Element	Content	What it is for
Everyday wording	The sentence as it is said to the service user	What the officer hears and can reuse
Plain-language version — complementary agent	Pass this content to the Accessibility, Easy Read and Translation agent	A dedicated agent, and it is not part of what this agent includes
Conduct when the service user does not understand	Rephrasing, then the call passed to a front-desk officer or an appointment booked with the right department	The service user is never hung up on without a follow-up
Source and date	Resolution, decree, rules or website page	What makes the answer verifiable and open to challenge
Conduct outside the scope	Competent counter, address, deadline	The service user leaves with a complete route

The action that stops it happening again

When	What the agent does	What comes back to the authority
The night following a resolution, an organisational decree or a new rate	It flags the answer concerned and writes the updated version	The review and the settling of the version

When	What the agent does	What comes back to the authority
On request	It quantifies how many calls the updated version would have handled over the past year	Go-live, which takes one word

For the authority to settle

Answers whose review is delegated to a department head: _____

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.