Fifteen standard answers — sourced and dated

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

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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Total	—	—	**4,135 calls a year started from an out-of-date answer**

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> **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**

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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: _____

> **Request a demo with your own documents**
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> 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.

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