Call record — records, reports and follow-up letters

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

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Every call leaves a line with the department concerned · 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. **No call ends without a written follow-up:** a sourced answer, the name of a competent counter or a booked appointment — **and the record goes into the department's queue the same day.**

What is filed after each call

Document	Content	Recipient
Call record	**Date, time, topic, request, answer given and the source behind it**	Queue of the department concerned
Call report	**Written out, not a recording to listen to again — name, number, purpose**	**The officer who will take over the request**
Follow-up letter	**Appointment confirmation, list of documents, referral, acknowledgement of a complaint**	**The service user, after an officer's review**

Document	Content	Recipient
Dated call-back	Name, number, purpose, time of the call	Department queue, for the next open half-day

The quarter in figures

Measure	Value	Reading
Follow-up letters prepared	**268**	**268 reviewed by an officer before sending**
Voicemails to listen through on Monday morning	**40 a week → 0**	**4 h 30 a week returned to three officers**
Call records filed	6,360 over two quarters	**All carry the source of the answer given**
Attempted calls outside opening hours	**2,380 a year**	**1,940 fall within the 15 topics, 440 leave a dated call-back**
Call-backs honoured within the next open half-day	**412 out of 440**	The other 28 had already got their answer

That is not time saved on work, it is time saved on reconstruction — the costliest kind for a front desk, because it is paid at the start of the week, when the queue is longest.

What a call record logs, and what it never writes

Element	Recorded?	Detail
The service user's request and the answer given	**Yes**	Time-stamped, with the source
An assessment of the service user or of the call	**No**	**A record reports what was said, not what was thought of it**

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Element	Recorded?	Detail
The content of individual case files	**No**	**They stay where they are — the record points to the file, it does not copy it**
Retention period	**Set by the authority**	**The record is deleted at the chosen term**

For the authority to settle

Recipients of the morning record, department by department: _____

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.

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