



Call record — records, reports and follow-up letters

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

Document issued on 24/09/2026

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

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: _____

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.