Yearly review — 754 hours given back to the service

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

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Calculation redoable in your ticketing tool · 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. **754 technician hours given back to the service, at unchanged headcount: no post cut, no post created.** That is the argument that defends best in front of elected members, because it can be checked in the authority's own logs.

The calculation, item by item

Item	Annual volume	Before → after	Hours given back
Triage and routing	**3,900 level 1 tickets**	**60 % → 18 % — 12 min → 3 min 36**	**546 h**
Guided resolution	2,650 tickets under the 12 causes	**30 % → 10 % — 6 min → 2 min**	**177 h**

Item	Annual volume	Before → after	Hours given back
Recurring questions	2,300 a year	**12 % → 8 % — 2 min 24 → 1 min 36**	**31 h**
Total	—	—	**754 h — more than twenty-one weeks of one full-time officer**

What those hours became

Measure	Before	After
First pick-up time	**3 h 40**	**8 minutes on the covered causes**
Resolution time of a level 1 ticket	1 day 4 hours	**3 h 10**
Out-of-hours calls left unanswered	**700 a year**	**0**
Routing right first time	59 %	**94 % — 1,542 fewer bounces over the quarter**
Arrivals with all accesses on the first day	**4 in 5**	**19 out of 19**
Time to apply a critical patch	**31 days**	**4 days**
Network segmentation project	Waiting for two years	**Run by two technicians on the time given back**

The figure the agent publishes about itself

Finding	First quarter	Second quarter	What explains it
Tickets reopened within 48 h	**118 out of 950 — 12.4 %**	**21 out of 1,010 — 2.1 %**	**87 of the 118 cited a sheet made wrong by the portal migration — the 96 sheets are rewritten**

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The framework measures

Indicator	Across 1,960 traced tickets
Rights granted without named approval	**0**
Closures outside the signed regime	**0**
Information system data that left the network	**0**
Transfers outside the European Union	**0**

> **The calculation page fits on one side** — three lines of calculation, six lead times, three framework measures. **Handed out with the agenda, it is discussed better than a figure discovered in the meeting.**

For the authority to settle

Date of presentation to the chief executive: _____

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> https://bluelemonagent.ai/en/secteur-public/metiers/agent-ia-support-informatique

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