



Yearly review — 754 hours given back to the service

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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
Recurring questions	2,300 a year	12 % → 8 % — 2 min 24 → 1 min 36	31 h

Item	Annual volume	Before → after	Hours given back
Total	—	—	754 h — twenty 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 that does not flatter the agent

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

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: _____

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.