Three letters, one case

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Fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for demonstration. **Matching runs on the case, never on the person.** It ends when the case closes, and no history per resident is built.

Letter	Date	Subject	Went to	Reference cited
1	03/08	Query on the case	Handling department	**2026-AT-0417**
2	04/08	**Supporting document**	**General mail**	**2026AT0417**
3	05/08	Appointment request	Front desk	**2026-AT-04174**

> **All three spellings denote the same case.** The second has no hyphens, the third one digit too many — and it is the reference that makes the link, not the resident's name, which plays no part in the matching.

What would happen without matching

Department	What it sees	What it does
Handling department	1 letter of 3	**Answers the first, ignores the document received**
General mail	A document with no case	**Parks it**
Front desk	An appointment request	Offers a date without the context
The resident	**One answer out of three**	**Writes a fourth time**

What is proposed

Action	Effect	What stays under control
Attach all 3 to case 2026-AT-0417	The handling department sees all three	**No letter is forcibly redirected**
Tell each department the others exist	Each answers knowingly	**No history per person**
End the matching when the case closes	—	**Nothing kept beyond**

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> https://bluelemonagent.ai/en/secteur-public/solutions/tri-indexation-et-routage-du-courrier-entrant

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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.