



Conversational AI Accelerator

State and Local Government



Responding to new demands and needs with bots and AI

State and local governments are innovating to do more with less and meet resident demands

1 million local government jobs were lost in the first year of the COVID-19 pandemic, requiring government entities to do more with less.¹

40.8 million Americans identified as **having a disability** in the 2020 US Census.²

83% of government executives report that **process automation with AI-powered tools** makes a significant positive impact in their organization.³



Self-service is eclipsing voice as the preferred first point of service, **60% of organizations** have **applied AI to their customer self-service**.⁴

64% of county, **65%** of city, and **100%** of state governments in the US **had or were planning to implement chatbots** within the next year or two.⁵

50% of government key performance indicators now include a **customer experience metric**.⁶

¹ [Local Governments Experience Sixth Month of Jobs Decline in December...](#) | National Association of Counties, January 2021

² [Anniversary of Americans With Disabilities Act](#) | United States Census Bureau, July 2022

³ [Seven pivots for government's digital transformation](#) | Deloitte Insights, May 2021

⁴ [Exploring Self-Service: CX Today Expert Round Table](#) | CX Today, July 2022

⁵ [Government Chatbots Now a Necessity for States, Cities, Counties](#) | Government Technologies, February 2021

⁶ [Accelerate Digital for Future-Ready Government](#) | Gartner, 2021

Barriers to streamlined communications with residents

Traditional telephony and Interactive Voice Response (IVR) systems alone cannot meet the evolving demands on government

Multilingual and accessible communications are costly but critical for quality service and regulatory compliance

Call routing can be complex and slow, requiring multiple handoffs and long wait times

Employee satisfaction and time are lost to manual call routing and responding to simple and repetitive questions

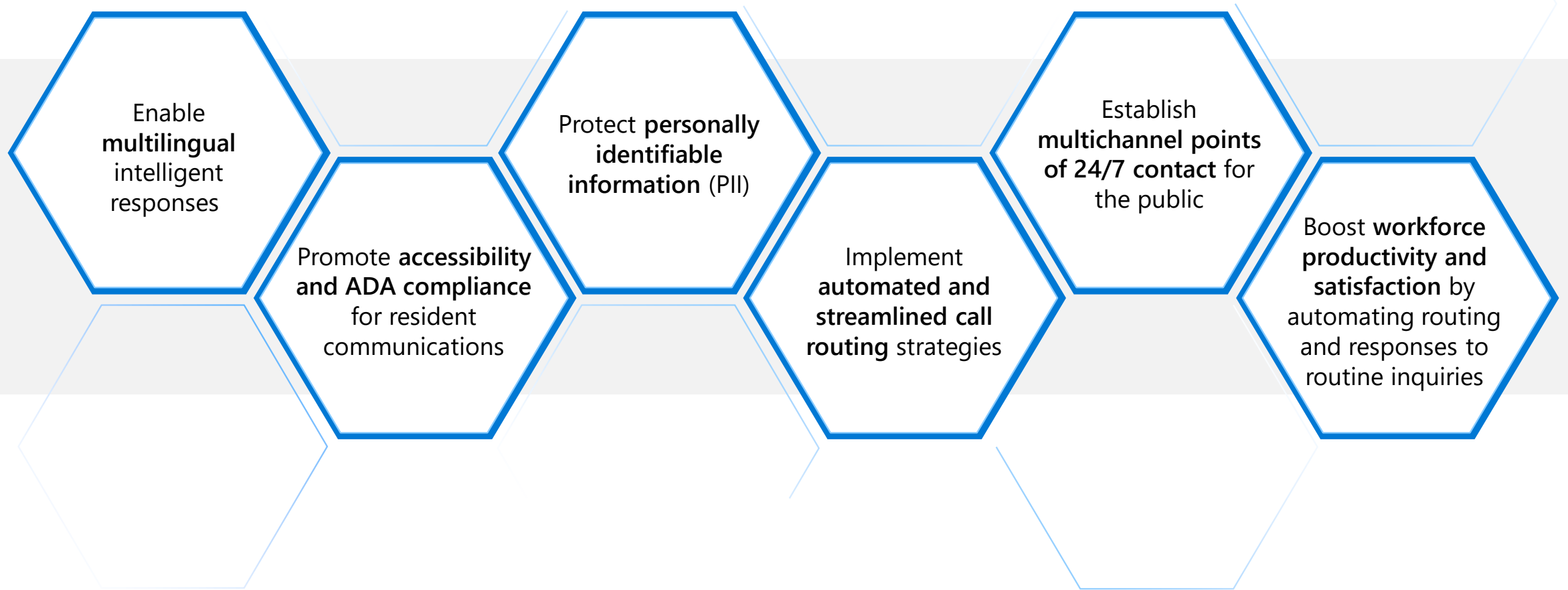
Volume of resident inquiries is rising while the government workforce grows smaller

24/7 service can be cost prohibitive to implement

Insights from communications with residents are not being captured to help understand needs and improve services

Augment your existing system with conversational AI

Drive efficiencies and compliance and gain data-driven insights about the needs of your residents



Leverage the Conversational AI Accelerator

Publish informative content across multiple communication channels with a single click



Conversational AI interacts with residents through human-like dialogue



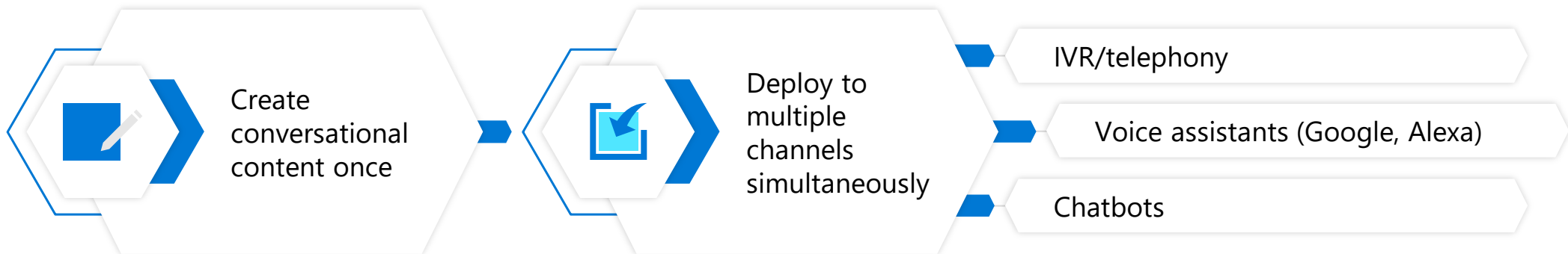
Data collected provides a continuous feedback loop, enhancing content over time



Accelerator augments your existing telephony or IVR system and can be published to voice assistants and chatbots

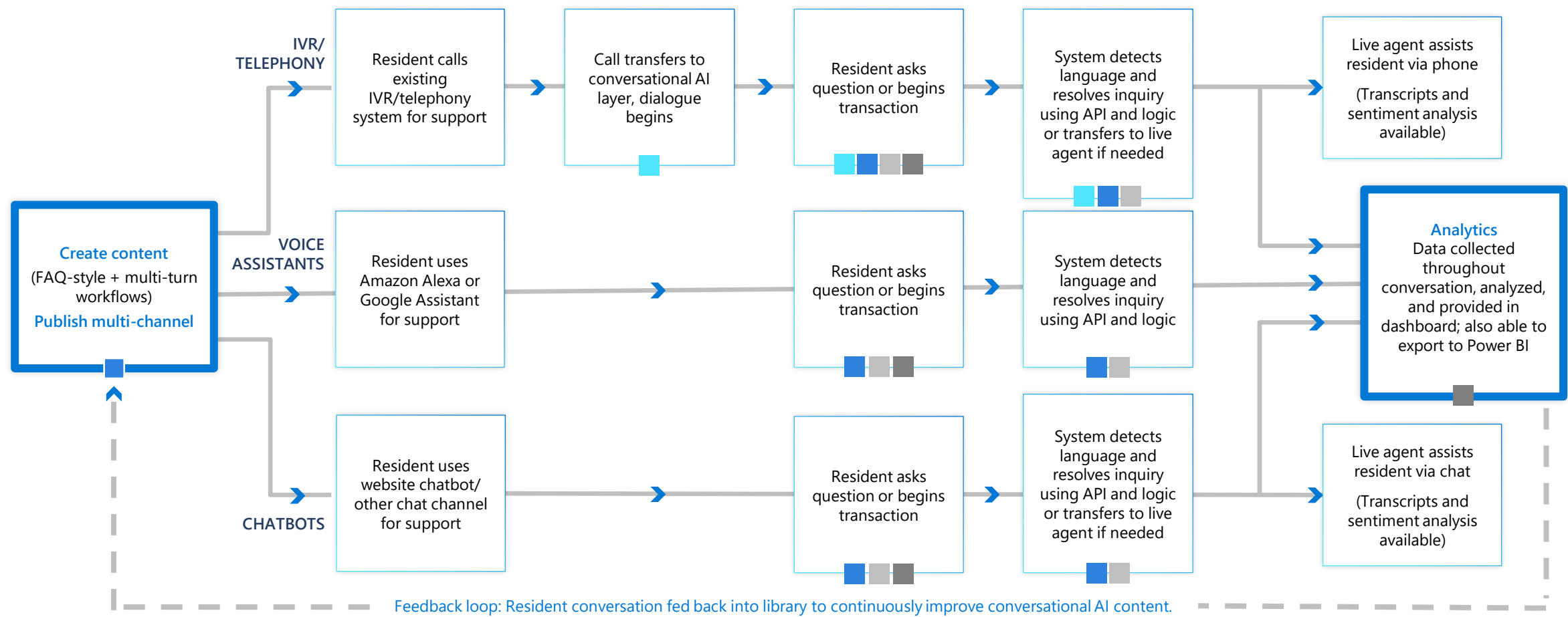


Rich analytics and a dashboard provide actionable insights into resident interactions



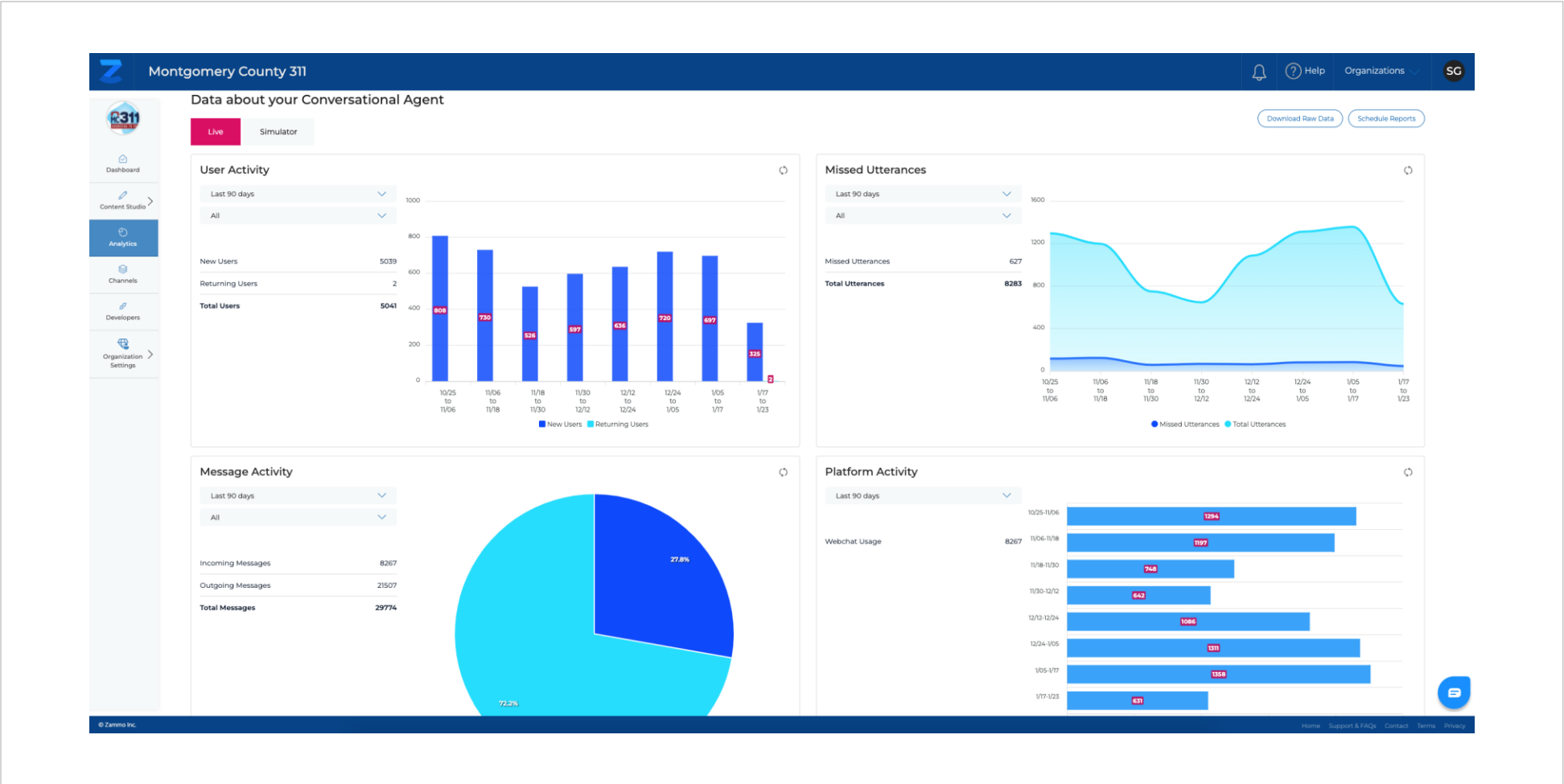
Optimize the contact center experience for your residents

Deliver human-like dialogue and gain powerful insights for optimization



Built on: Azure Communication Services Azure Cognitive Services Azure Bot Services Azure Data

Performance insights dashboard



Customer success



Montgomery County, Maryland – Using conversational AI, Montgomery County was able to accelerate the implementation of a support solution for its 311 Customer Service Center and Department of Health and Human Services.

In the first two weeks, automation **lowered costs by \$5,900 per day, the agency interacted with over 104,000 users, and service was provided 24/7** as opposed to only during business hours. By taking advantage of this immediate, no-code accelerator, Montgomery County met the increased demand for service.



King County, Washington – When the public flooded King County with questions about COVID-19, the government was only at the start of its AI work. The demand produced by the pandemic meant that King County needed to implement an advanced conversational AI accelerator quickly.

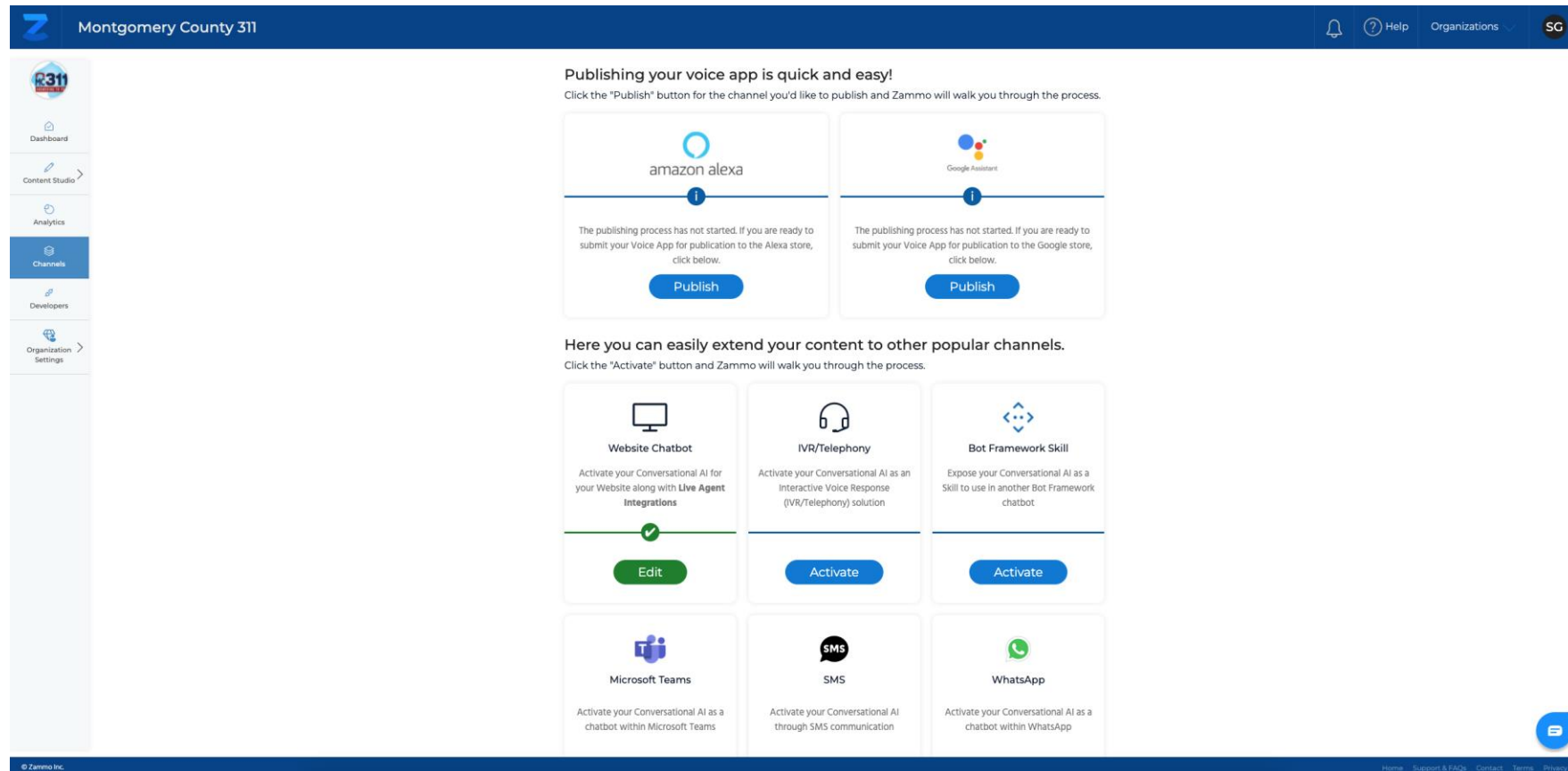
By using analytics to tailor their content, they **addressed priority issues and reduce missed utterances by 85%**. They also found that the chatbot **saved nurses 35% of their time** by weeding out residents who did not have COVID-19 symptoms.

"This Accelerator helps us ease the pressure on our staff so they can focus on pinpointing what our residents need and offer rapid solutions. It's also really intuitive, which means new staff can get up to speed in no time."

– Shayna Taqi, Chief Change Officer, Montgomery County Government

See how fast conversational AI can become an advantage

View a demo video of the accelerator [here](#).



Next steps: Accelerate your journey

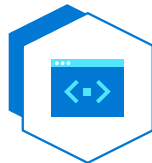


Kick-off

Learn more about Zammo Conversational AI Accelerator built on Microsoft Azure and see a demo.



30 minutes



Proof of value

Run a platform demonstration based on your business content, workflows, and channel needs.



1-3 days



Proof of concept

POC includes connection to your backend systems.

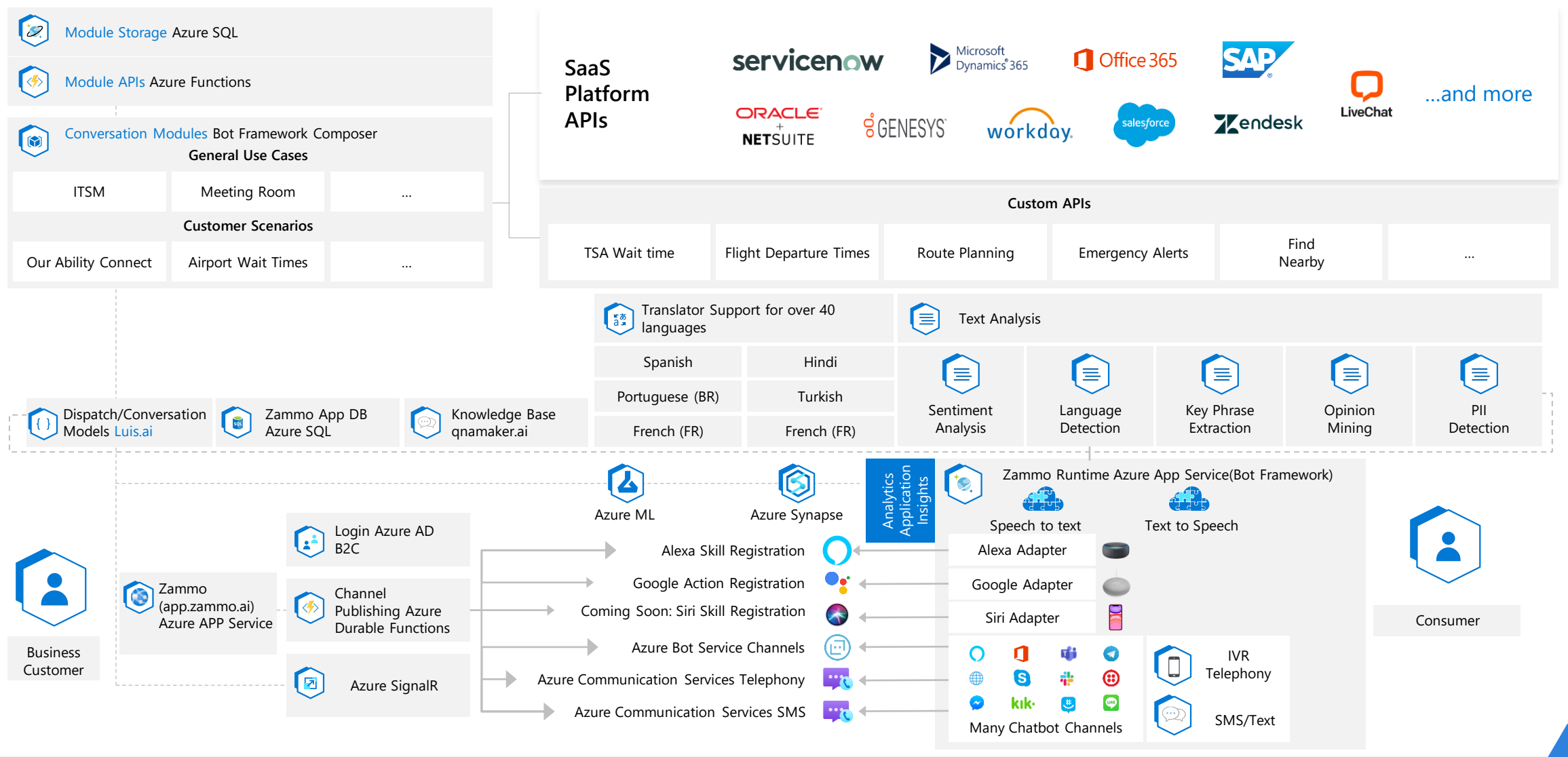


2-5 weeks

Thank you

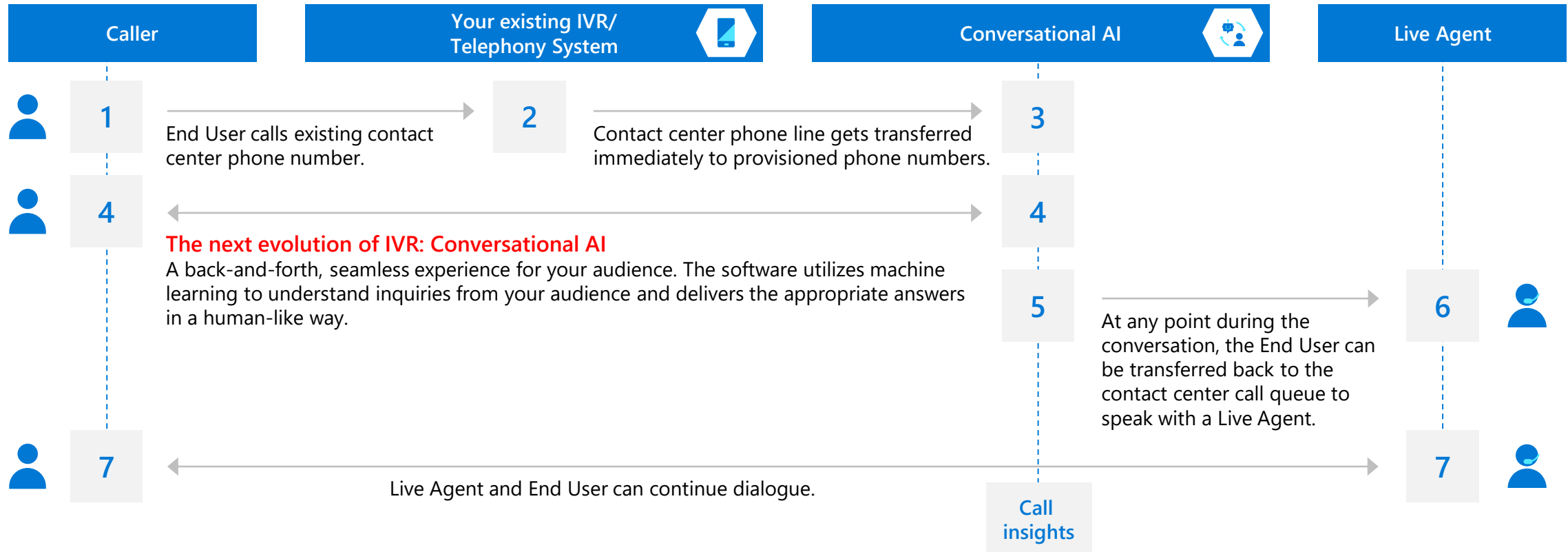


Architecture

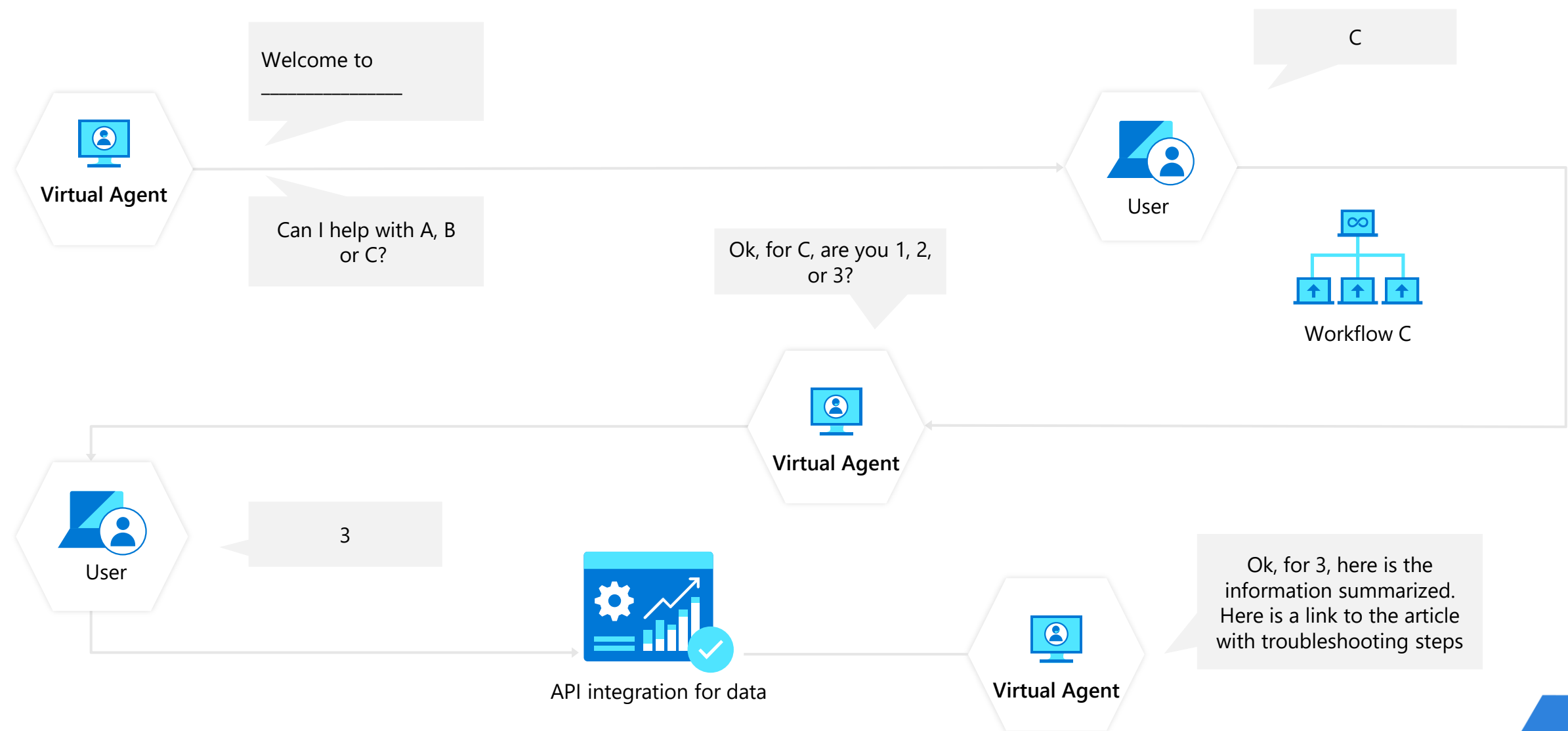


Augmenting your existing IVR or telephony system

Deeper look into the workflow after adding a conversational AI layer to your current environment



Example of automated workflow with API integration



Example service request

Bulk Trash/Scrap Metal Pickup Request

All Services » Department of Environmental Protection

Each residential property receiving Montgomery County provided trash collection service is entitled to 5 bulk trash collections per calendar year for large items that won't fit in a regular trash can or trash bag. Properties receiving Montgomery County provided recycling collection service are entitled to scrap metal collections. There is no annual limit on scrap metal requests. Residents of a property must schedule bulk/scrap collections in advance with the County, either by filling out the form below or by calling 311. To schedule a bulk/scrap collection, select the items to be collected from the options provided. Bulk/scrap requests must be submitted by 11:59 PM the day before the regularly scheduled County pickup day. The collection will be made between 7:00 AM and 9:00 PM on the County collection day. All items must be placed at the curb by 7:00 AM on the day of collection. For a list of acceptable and unacceptable items, please refer to the associated website links below.

Residents with private/subscription trash service via an individual or homeowner/community association contract are not eligible for County bulk trash service.

Residents wishing to cancel an existing bulk trash/scrap metal request need to call 311 by 7:00 PM the business day before their collection day.

Find more information from the following link(s):

Bulk Trash Information

Scrap Metal Information

How to Recycle/Dispose of various items

Create Service Request

Last Updated: 11/16/2020 10:31:55

Tweets by @311MC311

MontgomeryCoMD311 Retweeted

Montgomery County DHHS

@MoCoDHHS

--STARTING TODAY--

Learn more [ow.ly/CEsC50Hzb4M](#)

LIMITED SUPPLY OF MASKS PER SITE

N95 MASK DISTRIBUTION

Montgomery County will be distributing free adult-sized N95 masks from public library branches around the County. For residents only.

Library Branch	Location	Hours
Albany	1000 Albany Ave	10:00 AM - 6:00 PM
Arundel	1000 Arundel Ave	10:00 AM - 6:00 PM
Bethesda	1000 Bethesda Ave	10:00 AM - 6:00 PM
Bethesda	1000 Bethesda Ave	10:00 AM - 6:00 PM
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COVID-19 Test Information [www.MoCoMD311.org/Testing.asp](#)

MontgomeryCoMD311 Retweeted


Montgomery County MD

@MontgomeryCoMD

MoCo teens have an opportunity to win great prizes by producing videos to encourage

Embed View on Twitter

Microsoft Azure



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Auto-ingested, convert to voice-first content in minutes

The screenshot displays the 'Montgomery County 311' interface within the 'Content Studio'. The top navigation bar includes a logo, the title 'Montgomery County 311', and links for 'Help', 'Organizations', and 'SG'. Below the navigation bar, a sidebar on the left contains icons for 'Dashboard', 'Content Studio', 'Analytics', 'Channels', 'Developers', and 'Organization Settings'. The main content area is divided into three tabs: 'Draft' (53 Questions), 'Review' (46 Questions), and 'Live Content' (46 Questions). A search bar is located in the top right corner of the main area. The 'Live Content' tab is active, showing a list of questions and answers. The questions are related to bulk trash and scrap metal pickup, such as 'How do I schedule a bulk trash pickup?' and 'How do I request scrap metal pickup?'. The answers provide detailed instructions and links, such as 'Create an online service request' and 'An existing bulk trash or scrap metal pick-up request must be cancelled by 7:00 PM the business day before the scheduled collection day'. A 'Working in Voice Mode' banner is visible at the top of the question list. At the bottom of the interface, there is a footer with the copyright notice '© Zammo Inc.' and a row of links: 'Home', 'Support & FAQs', 'Contact', 'Terms', and 'Privacy'.

Montgomery County 311

Help Organizations SG

Export

Search

bulk trash

Working in Voice Mode

QUESTION ANSWER

How do I schedule a bulk trash pickup?
Schedule bulk trash pickup
How do I request scrap metal pickup?
I would like to schedule a bulk trash pickup.
I have a large metal item that I would like to recycle.
Bulk Trash/Scrap Metal Pick-Up
How do I dispose of a large trash item?
I have a large trash item that I need picked up.
How do I get rid of a washing machine?
How do I request a pickup of large appliances and furniture?
I need a metal item picked up.
How do I request removal of a clothes dryer?
How do I request removal of a couch or sofa?
I have a large trash item that I need collected.
I would like to request a bulk trash pickup.
I need to schedule bulk trash pickup.
I need scrap metal pick up.
How can I dispose of a large metal item?
I need a large metal item collected.
How do I request a bulk trash pickup?
Scrap metal pickup
I would like to request scrap metal pickup.
I would like to request scrap metal collection.
How do I ask the County to dispose of large household items?

If your trash and recycling services are provided by Montgomery County, you are entitled to request bulk trash and scrap metal collections. [Create an online service request](#) and let us know which materials you would like picked up -- we will prompt you for your address and verify that your location is eligible for County pick-up.

I need to cancel a scrap metal pickup
How do I cancel a scrap metal pick-up?
How do I cancel a bulk trash pickup?
I need to cancel a bulk trash pickup

An existing bulk trash or scrap metal pick-up request must be cancelled by 7:00 PM the business day before the scheduled collection day. Unfortunately, this cannot be handled via the web portal.
To cancel a pick-up, call us at 240-777-0311. Our customer service representatives are available on weekdays (Monday – Friday) during

Unpublish Q&As & Send Back to Draft

© Zammo Inc. Home Support & FAQs Contact Terms Privacy

[illegible]

Multilingual support

Language model training in eight languages

The screenshot displays the Montgomery County MD Government website (MontgomeryCountyMD.GOV). At the top, there is a purple banner for "COVID-19 Updates" with a link to "Vaccine and Priority Group Information". Below this is the county seal and the text "MontgomeryCountyMD.GOV MC311 Customer Service Center". A navigation bar includes links for Services, Residents, Business, Government, County Executive, County Council, and a Calendar. A profile picture of County Executive Marc Elrich is also present. The main header area includes "Public Information Office" and "Check Status | About MC311". The central content area features a "Welcome to MC311 Customer Services" message with a search bar and a "Search" button. Below the search bar, there are three main sections: "MOCO FOOD RESOURCES" with a link to "Food Resources" and the URL "Visit montgomerycountymd.gov/covid19-food", "Tweets by @MontgomeryCoMD" featuring a tweet about the "2022 POSTER CONTEST \$300 PRIZE" with a deadline of February 27, 2022, and a "Translation Service" bar at the bottom with links for Español, 中文, français, 한국어, Việt Nam, and العربية. A chat window is open on the right side, displaying a welcome message and a button to "cancelar la basura a granel". The chat window also shows a message in Spanish: "Una solicitud existente de recolección de basura a granel o chatarra debe cancelarse antes de las 7:00 p.m. del día hábil anterior al día de recolección programado. Desafortunadamente, esto no se puede manejar a través del portal web. Para cancelar una recogida, llámenos al 240-777-0311. Nuestros representantes de servicio al cliente están disponibles de lunes a viernes (de lunes a viernes) durante el horario de 7:00 a.m. a 7:00 p.m." and a text input field for the user to enter a message.

Create multi-turn workflow

zammo.ai UI builder

The screenshot displays the Zammo.ai UI Builder interface for a project titled "Montgomery County 311". The interface is divided into several sections:

- Left Panel (Project Explorer):** Lists the project structure, including intents like `zammoStartingBot`, `zammoHelpTriggered`, `intentSwitchLanguages`, `zammoNotUnderstoodTriggered`, `intentHello`, `intentThankYou`, `intentHowAreYou`, `intentGoodbye`, `intentRobot`, `intentExpletive`, `intentJokes`, `zammoAppLaunched`, `intentOpenTrashRecyclingDialog`, `intentOpenCovid-19Dialog`, `intentOpenCountyMaintenanceDialog`, `intentTalkToHuman`, `zammoQnaResponseFound`, `covid-19`, `countyMaintenance`, `countyRecyclingService`, `countyRecyclingLocation`, `help`, `trashRecycling`, `switchLanguage`, `wasThisHelpful`, `intentHelpful`, and `intentNotHelpful`.
- Center Panel (Workflow Editor):** Shows a visual flowchart for the `intentOrderRecyclingBin` intent. The workflow starts with "Intent recognized", followed by "Send a response" (Text: "I'd be happy to help you order a new recycling..."). It then prompts for confirmation: "Are your recycling services provided by Montg...". A "User input (Confirm)" block is shown with the text `dialog.countyRecyclingService = Input(Confirm)`. A "Branch: If/else" block checks `dialog.countyRecyclingService == true`. If true, it prompts with multi-choice: "Lastly, where will you be using your recycling ...". A "User input (Choice)" block is shown with options: `apartment or condominium`, `single-family home or townhouse`, and `business or workplace`. The text `dialog.recycleBinLocation = Input(Choice)` is visible at the bottom.
- Right Panel (Preview):** Displays a simulated chat interface. It shows a message: "Proper recycling and disposal helps protect our air, water, and land." followed by a list of links: [Bulk Trash/Scrap Metal Pick-Up](#), [Order a Recycling Bin](#), [Recycling & Trash Collection Schedule](#), [How Do I Recycle or Dispose of ...?](#), [Trash & Recycling Drop-Off Facility](#), [Report Illegal Dumping](#), and [Trash & Recycling Literature](#). Below this, a message says: "I'd be happy to help you order a new recycling bin. First, I need to ask a couple of questions." followed by a question: "Are your recycling services provided by Montgomery County?". A multi-choice prompt follows: "If you are unsure, enter the address into our [Collection Day Lookup tool](#) to determine if recycling and trash services are provided by the County or some other municipality." with options "Yes" and "No". The interface ends with a text input field labeled "Enter your message...".

Publish

Language models retrained automatically in the background

