Conversational AI Accelerator

State and Local Government

Streamline resident communications and gain new insights with conversational AI

Government agencies are facing near-constant change in their information environments. This can be especially challenging when existing systems are already overwhelmed, provide limited solutions for ADA and multilingual needs, and require workers to spend valuable time manually routing calls and answering simple frequently asked questions.

Zammo **Conversational AI Accelerator** built on Microsoft Azure combines AI Cognitive Services and Machine Learning in a user-friendly platform that augments your existing system. It automates resident engagements and deploys content to multiple channels with a single click.

Conversational AI drives communications with human-like responses to quickly answer or re-route inquiries. Rich analytics are served to a dashboard for valuable insights that can help you serve your public.

Challenges

- **Multilingual and accessible communications** are costly and 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 inquires** is rising while the **government workforce** grows smaller.

- **Insights** from communications are not being captured to drive optimization.

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

Benefits

Automate multilingual intelligent responses .

Establish a single, trusted point of 24/7 contact for the public.

Provide a digital communication experience that is accessible and ADA compliant.

Boost workforce productivity by addressing routine inquiries.

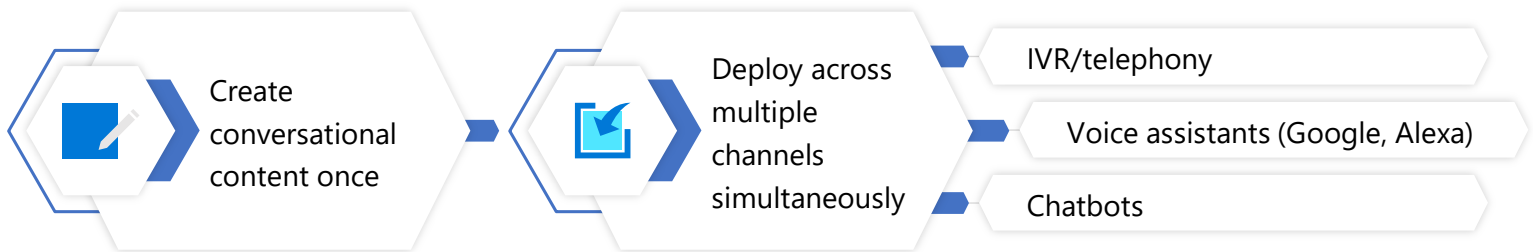Implement efficient and effective call routing strategies.

Meet the public's expectations for digital interactions.

*Deloitte Insights: "Seven pivots for government's digital transformation", May 2021

zammo.ai

Your content, deployed seamlessly

Conversational content typically must be created, published, and maintained separately for each communication channel. The Accelerator enables you to create resident-facing conversational content one time, deploy it, and manage it simultaneously across the channels of your choosing.

Create conversational content once → Deploy across multiple channels simultaneously → IVR/telephony | Voice assistants (Google, Alexa) | Chatbots

Customer success

Montgomery County, Maryland

Using conversational AI, Montgomery County accelerated 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 expanded to 24/7.**
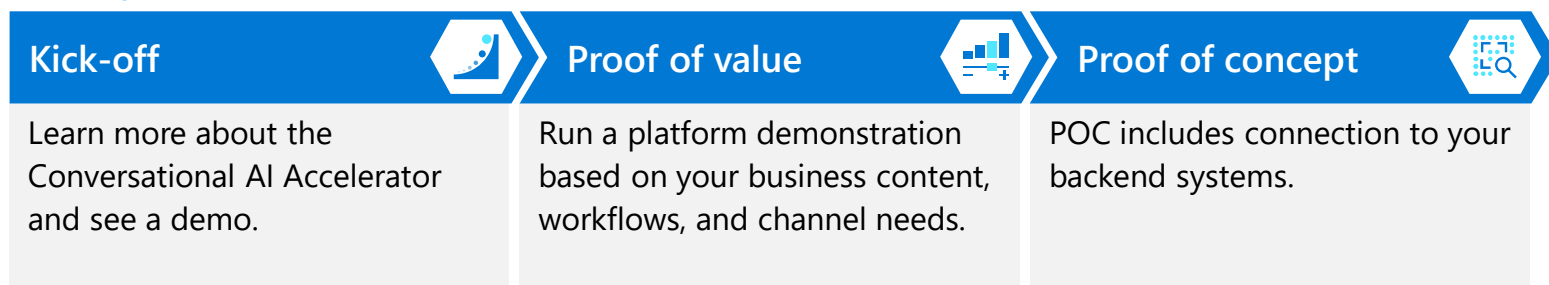
King County, Washington

The resident service demands produced by the COVID-19 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 reduced the number of utterances missed by their bots by 85%.**

> " This Accelerator helps us ease the pressure on our staff so they can focus on pinpointing what our residents need. It's also intuitive, which means new staff can get up to speed in no time. – *Shayna Taqi, Chief Change Officer, Montgomery County* "

Enrich your contact center with conversational AI

Kick-off	Proof of value	Proof of concept
Learn more about the Conversational AI Accelerator and see a demo.	Run a platform demonstration based on your business content, workflows, and channel needs.	POC includes connection to your backend systems.

With your content and workflow, create POV in 1-3 days.

With ECIF-funded backend integration, create POC in 2-5 weeks.

Get started today

Contact your Microsoft specialist for a demo and to discuss prerequisites, next steps, and your questions.

Microsoft Azure   zammo.ai