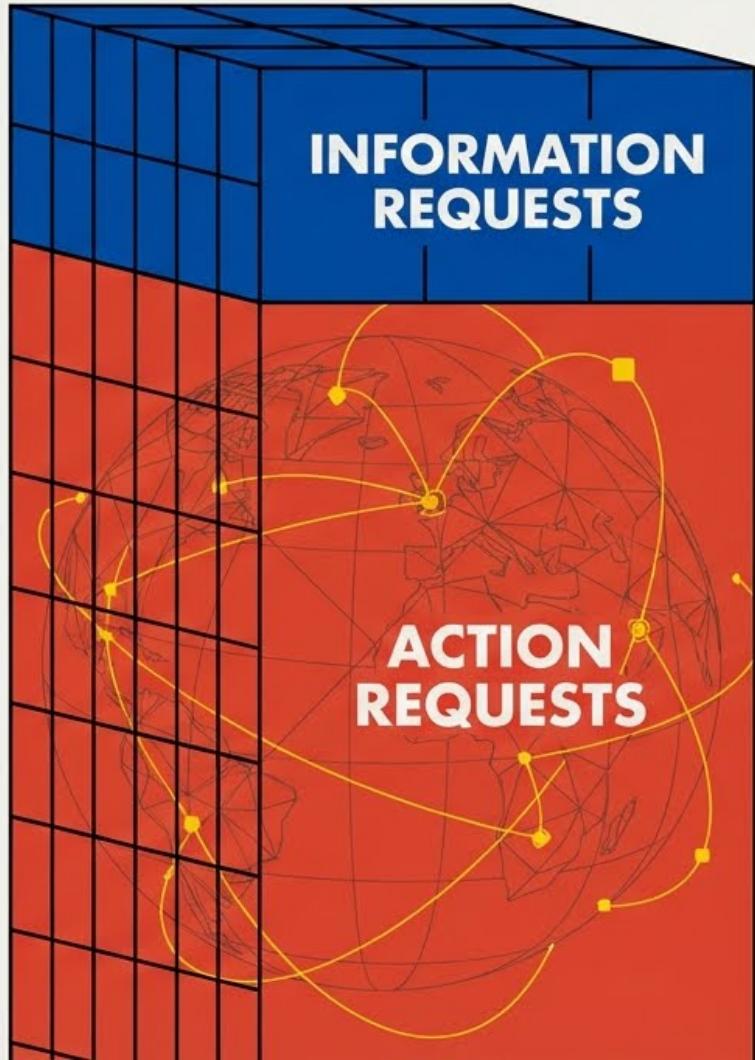


# **SMART MINISTRY: THE ERA OF LARGE ACTION MODELS**

From Retrieval (RAG) to  
Autonomous Execution (LAM).

**FORM FOLLOWS FUNCTION.**



# THE EFFICIENCY GAP

- **The Challenge:** 70-80% of citizen inquiries require action, not just answers.
- **The Current State:** RAG systems can quote the law but cannot book appointments.
- **The Goal:** Shift load to autonomous agents for execution.

# THE EVOLUTIONARY LEAP



## RAG (KNOWING)

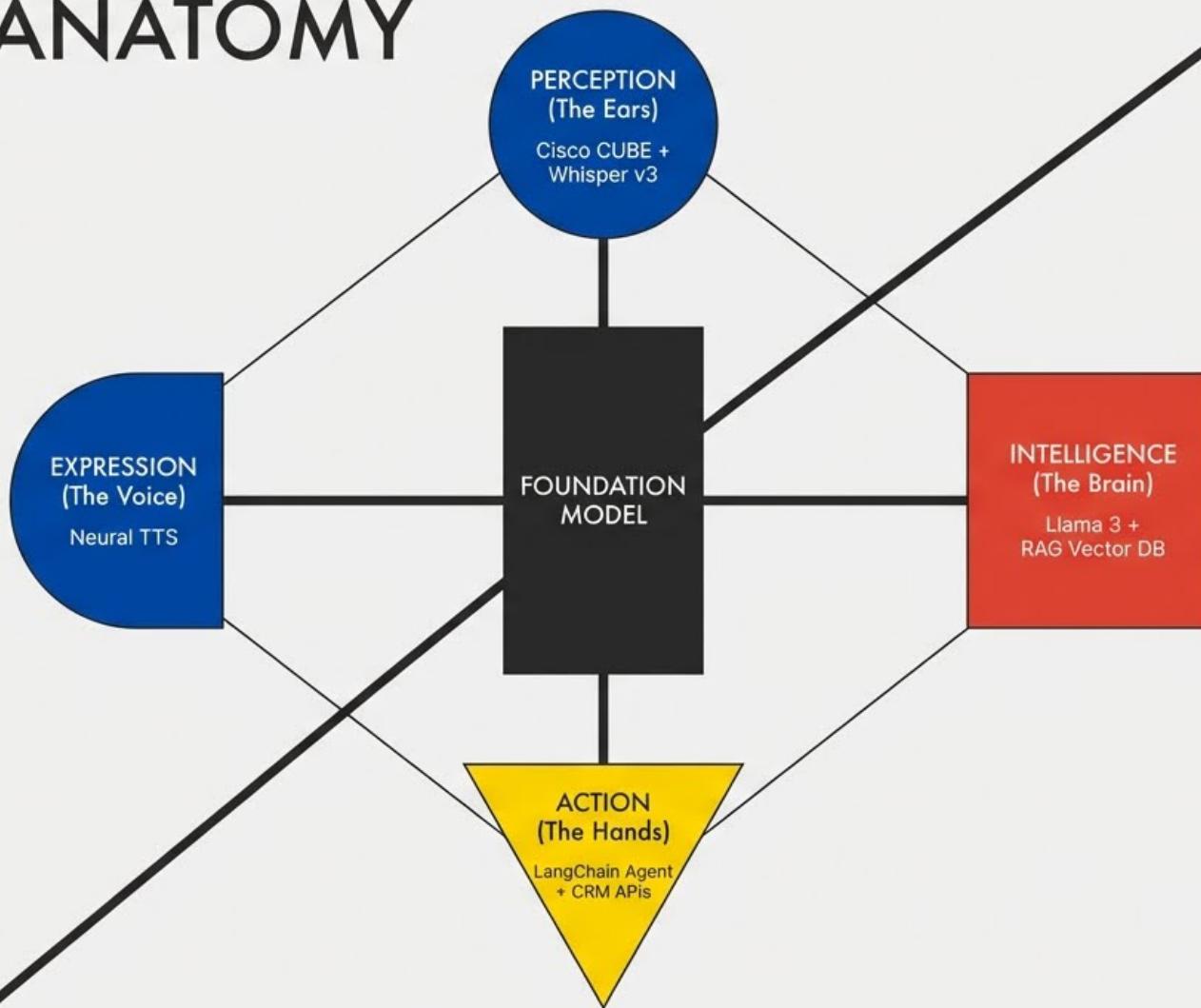
Query → Retrieve → Answer

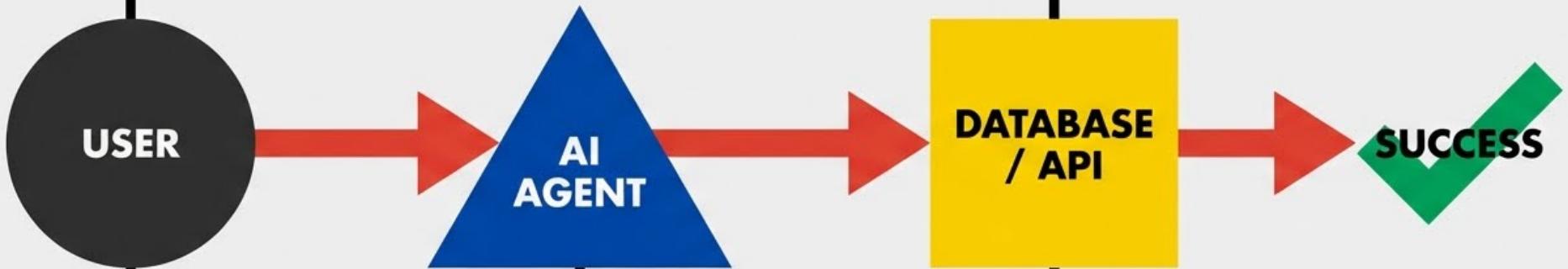


## LAM (DOING)

Check Status → Schedule → Validate

# SYSTEM ANATOMY



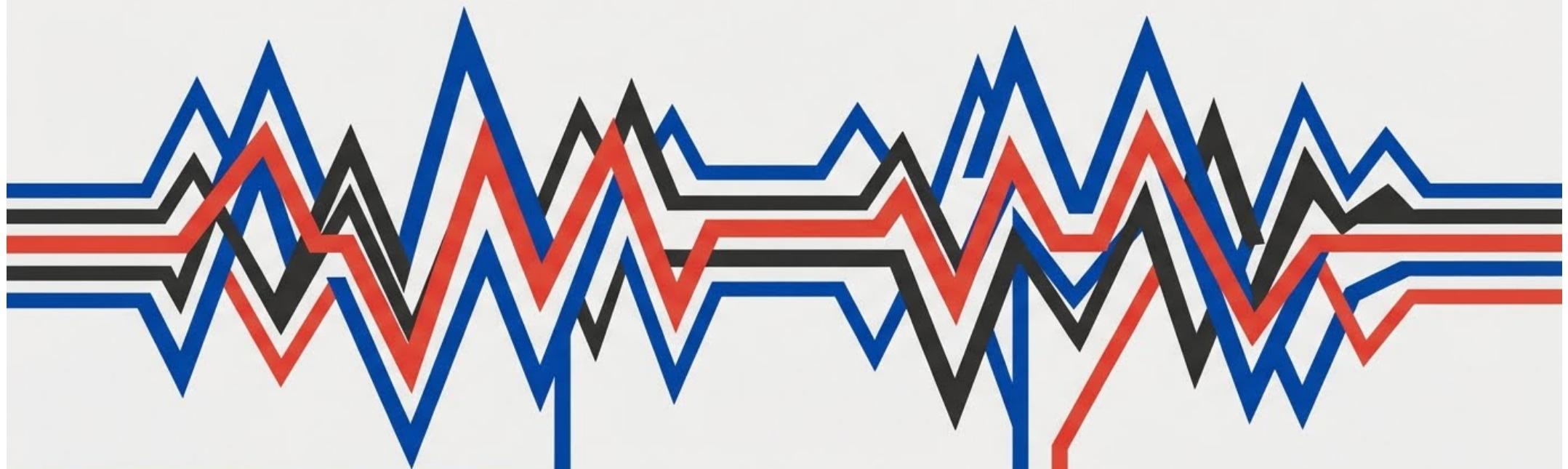


## CORE CAPABILITIES

1. **Status Checks:** Real-time CRM lookup.
2. **Appointment Setting:** Calendar API integration.
3. **Verification:** SMS/Voice Biometrics.

**SAFETY: CRITICAL ACTIONS REQUIRE HUMAN-IN-THE-LOOP CONFIRMATION.**

# THE EARS & VOICE: LOCALIZED PRECISION



**INPUT:** OpenAI Whisper v3 (Fine-tuned for Azerbaijani dialects).

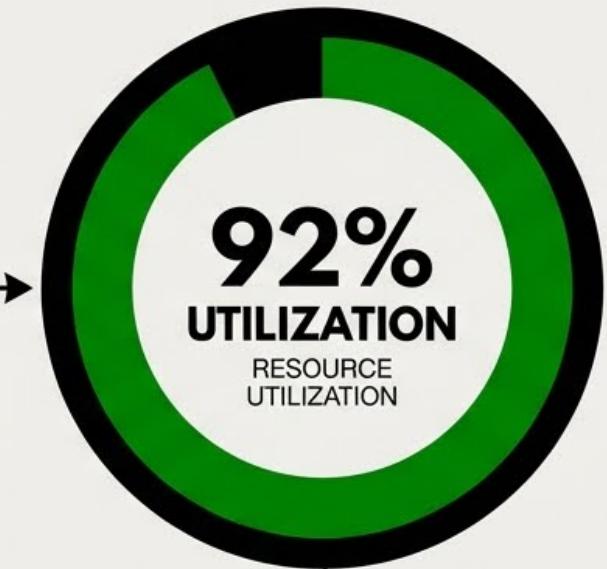
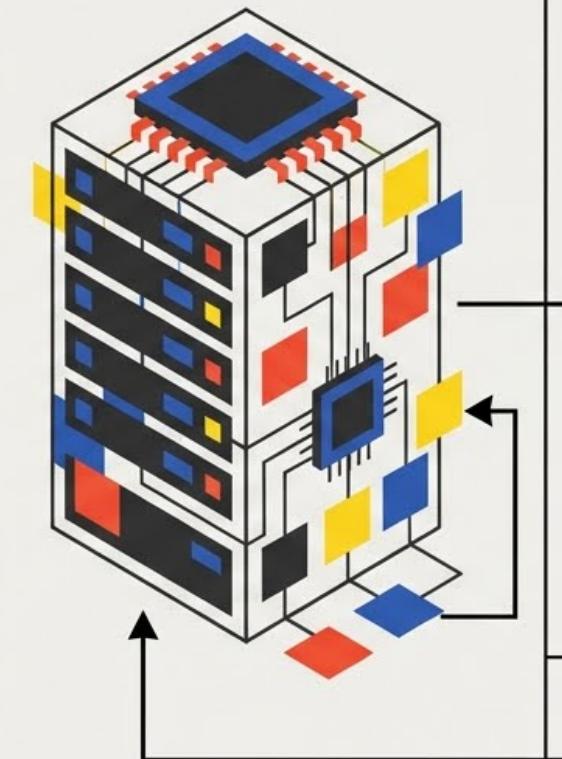
**OUTPUT:** Neural TTS with empathetic tone.

**LATENCY:** < 500ms response time via streaming.

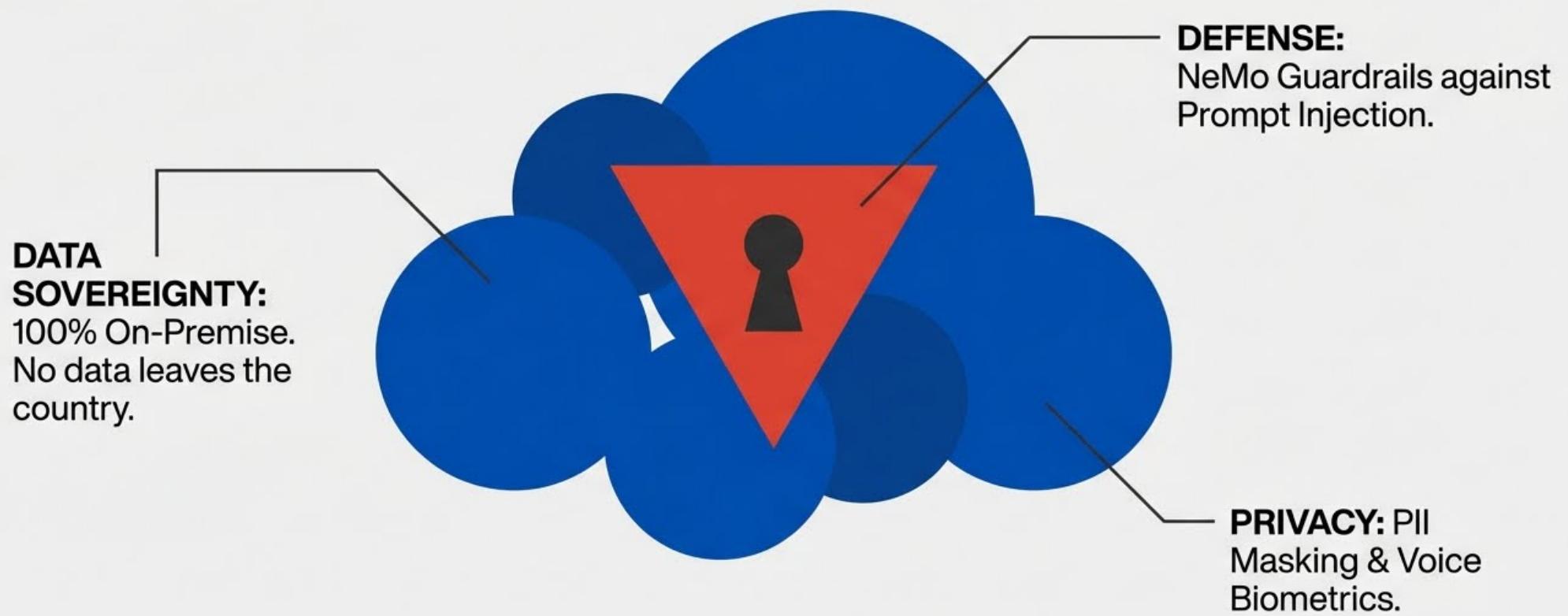
# THE ENGINE: ENTERPRISE INFRASTRUCTURE

**COMPUTE:** NVIDIA DGX H100 Clusters.

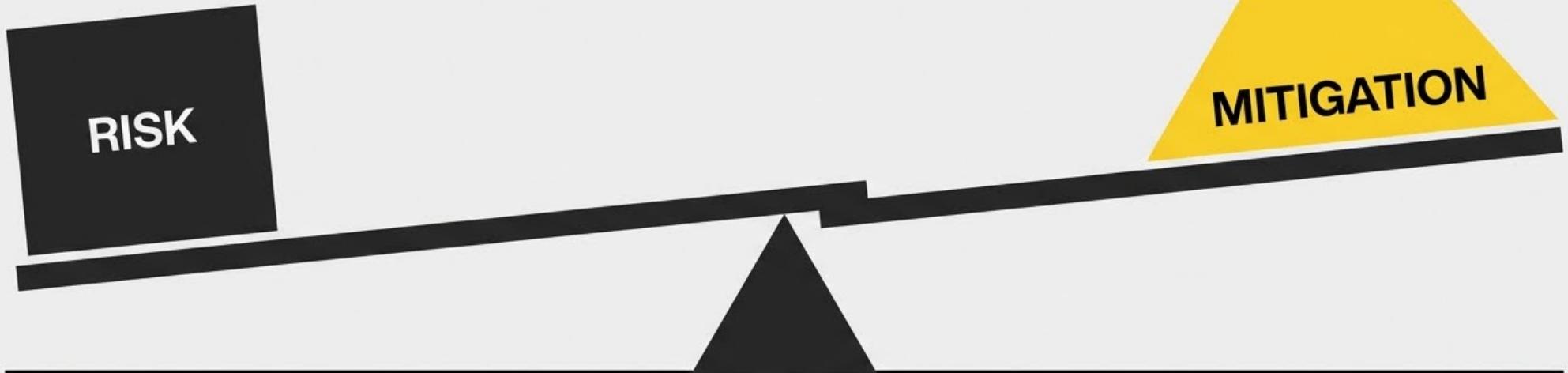
**ORCHESTRATION:** Kubernetes auto-scaling pods. **STORAGE:** Multi-Petabyte Vector Datasets.



# THE IRON DOME

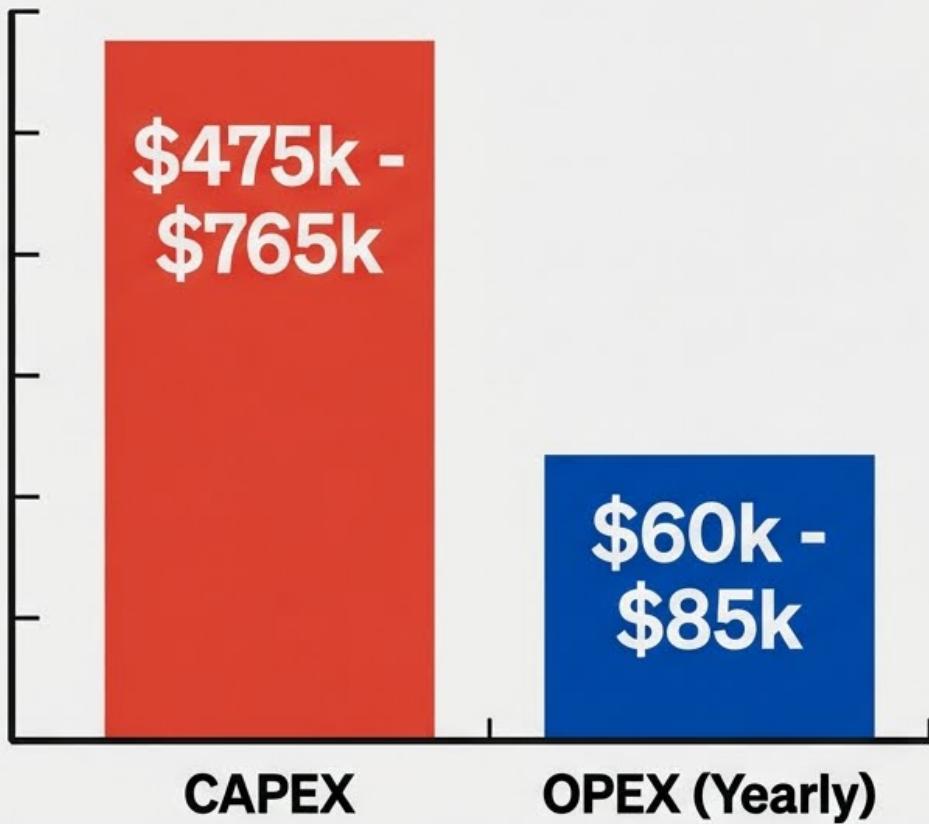


# RISK ANALYSIS & ENGINEERING



Risk: Hallucinations	Mitigation: RAG Strictness (Temp=0)
Risk: System Outage	Mitigation: High Availability Voice Gateways
Risk: Security Breach	Mitigation: Liveness Detection

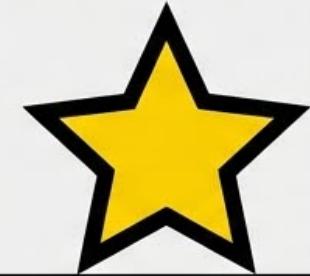
# INVESTMENT & VALUE



**RETURN ON  
INVESTMENT:  
1 AI Node = Scale of  
dozens of operators.**

**Break-even in  
18-24 months.**

# ROADMAP TO AUTONOMY



Month 7:  
Full Autonomy

Months 5-6:  
LAM Integration

Months 3-4:  
Pilot MVP (Voicebot)

Months 1-2: Analysis & Design

Helvetica Now Display



# THE FUTURE STATE



A MINISTRY THAT DOESN'T JUST LISTEN, BUT ACTS.

Secure. Autonomous. Action-Oriented.