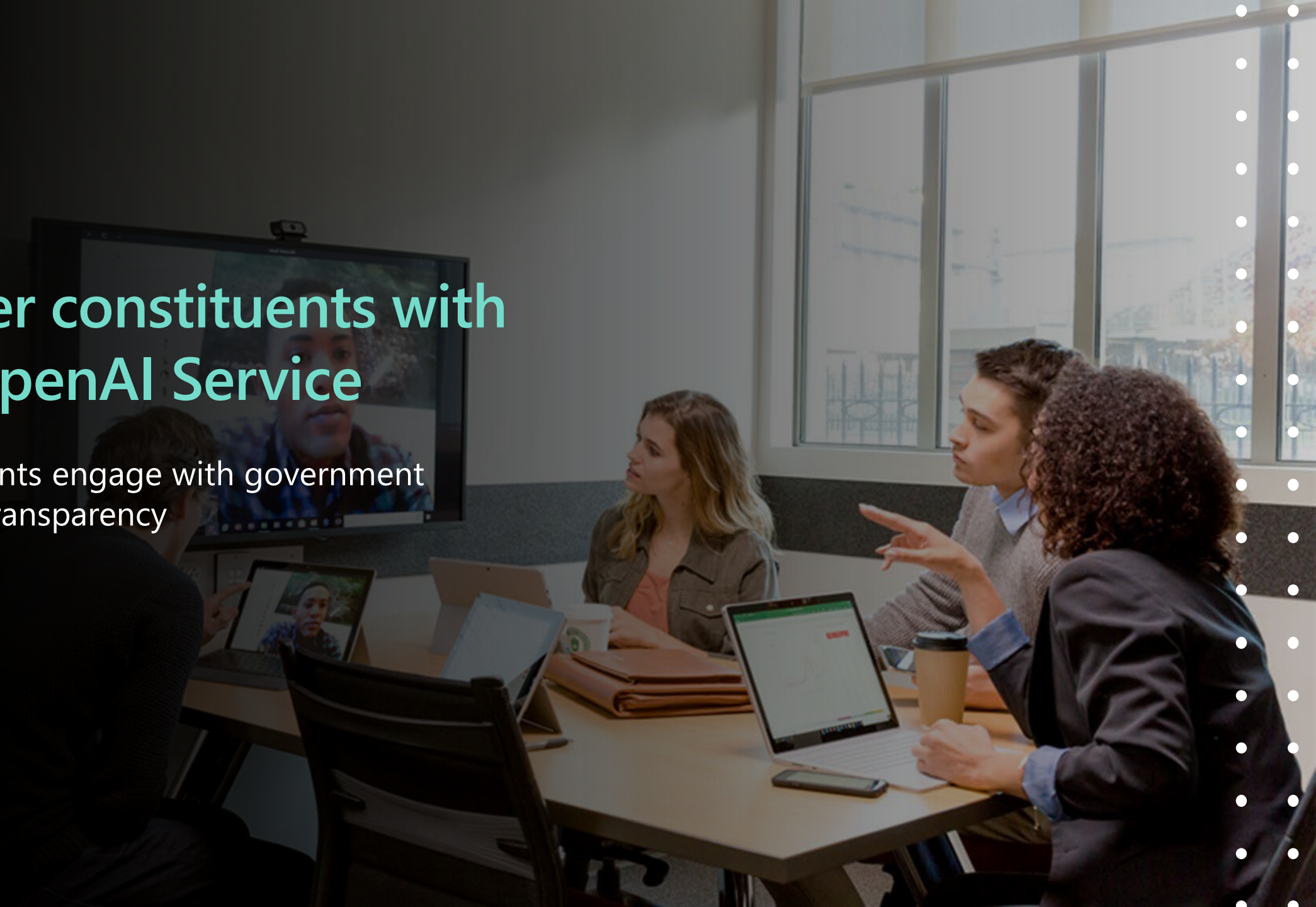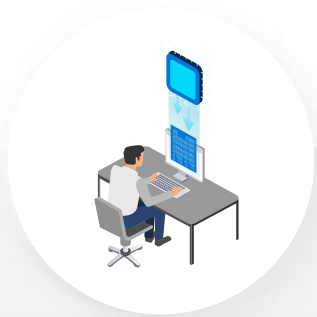Microsoft

Empower constituents with Azure OpenAI Service

Help constituents engage with government and increase transparency

Empower constituents with Azure OpenAI Service
Technologies to Make This Possible

Constituents don't have to explain themselves each time they talk to a new person, thanks to a unified customer file that is created by bringing together information from different sources, including previous chats, user profiles, and agency policy documents. This data is brought together in the cloud and made accessible to a generative AI, which can **process structured and unstructured data to create summaries and surface insights** for customer service agents.

- Azure OpenAI Service
- Microsoft Fabric
- Dynamics 365
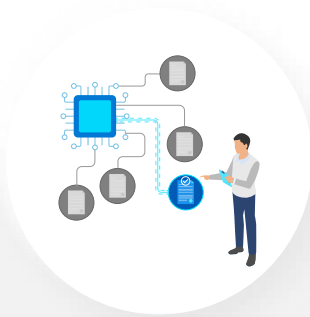
The capabilities of the generative AI are also available internally, with customer service agents using natural language queries in the same way as users. The internal generative AI is grounded on agency data, which can be compiled from many different sources in different formats, with the generative AI **reasoning over multiple repositories** and performing semantic search on these documents available in a data lake.

- Azure OpenAI Service
- Azure Data Lake

The incremental technical investment results in revolutionary impact for the agency, providing an intuitive interface for users, with the generative AI prioritizing the most relevant data provided by the agency. The assistant's **contextual understanding and conversational continuity** abilities result in higher-quality interactions for users.

- Azure OpenAI Service