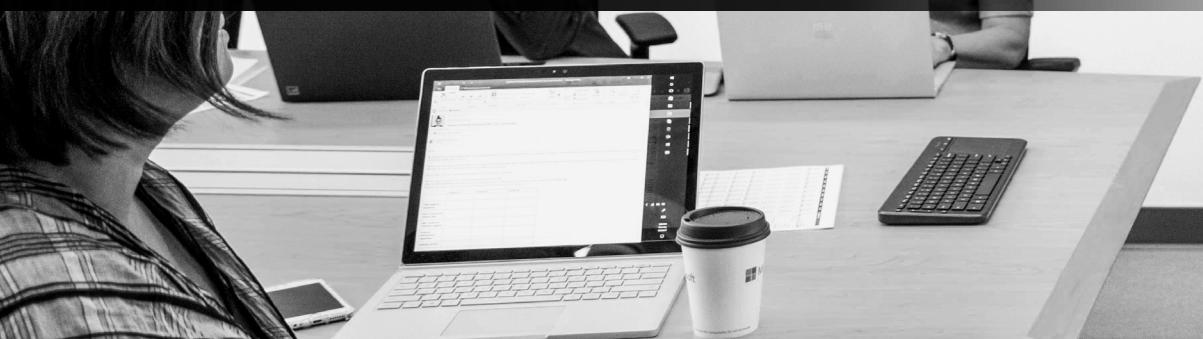




Simplify case management with Azure OpenAI Service

Help case workers in all areas of government manage heavy workloads with AI-generated drafts, insights, and automation



Simplify Case Management with Azure OpenAI Service

Technologies to Make This Possible



Generative AI can process structured and unstructured data and use **content summarization** capabilities to identify relevant insights and present them as a simple natural language answer. This allows public sector organizations to look across different sources and give a comprehensive summary.

- Azure OpenAI Service
- Azure Cognitive Search



Generative AI uses **pattern recognition** to make personalized suggestions when note taking. Notes can also be transcribed with **speech to text** through a customizable AI model to enhance accuracy for domain specific terminology.

- Azure OpenAI Service
- M365 Suite
- Azure Cognitive Search
- Speech to text



Different teams and organizations can work to establish the infrastructure and agreements needed to create a shared data foundation enabling a **360-degree view of clients**. This unified data lake helps the organization connect and curate data wherever it is stored.

- Microsoft Fabric
- Microsoft Dynamics 365



Generative AI can be integrated with other tools for powerful combinations. For example, task reminders through Outlook calendar. Microsoft Dynamics can be used to create more complex **workflow automations**, with generative AI providing contextual understanding to help infer the user's intention from prompts.

- M365 Suite and CoPilot
- Azure OpenAI Service
- Microsoft Dynamics
- Power Automate