

Microsoft Copilot Studio

Transforming Government Services

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AI assistants reduce costs while improving citizen service quality

Microsoft Copilot Studio delivers measurable efficiency gains for government services

60% reduction in call center volume

Citizens get immediate answers 24/7 without waiting in queues

75% faster processing of applications

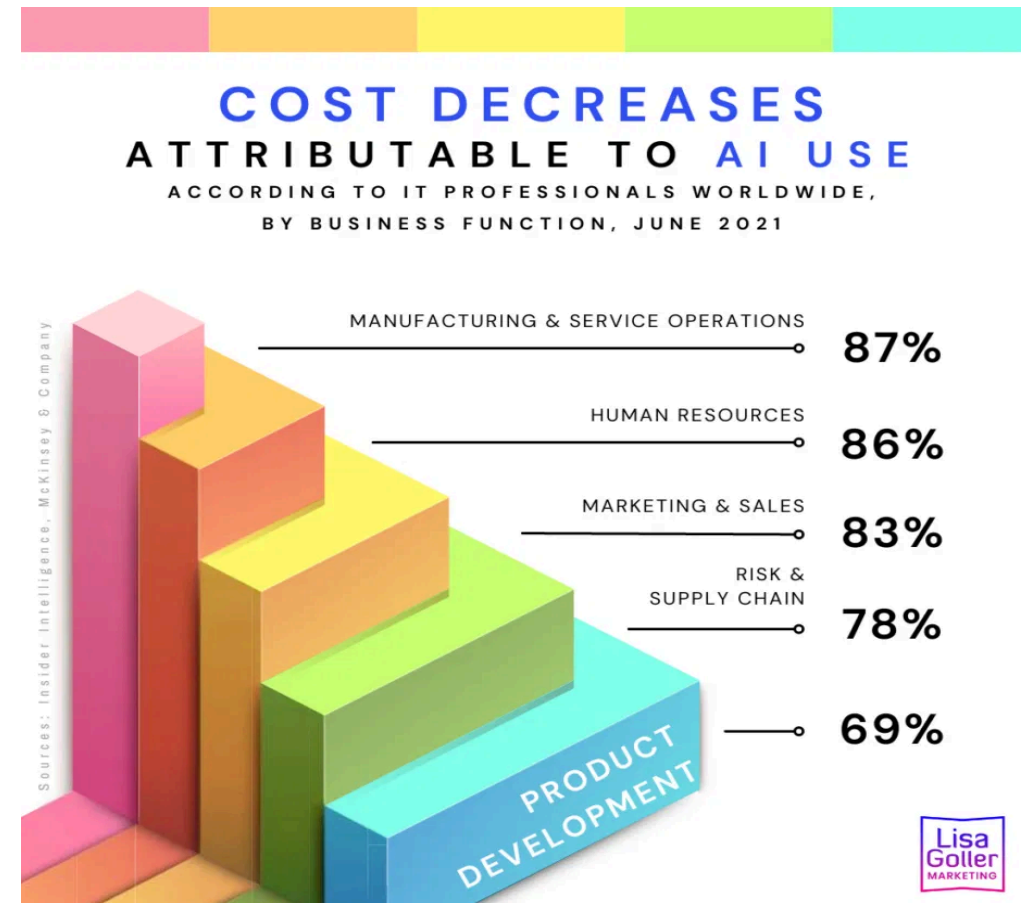
Automated assistance guides citizens through complex processes

\$200/month vs. \$500,000 per bot

Dramatic cost reduction compared to traditional development

No-code implementation in 30 days

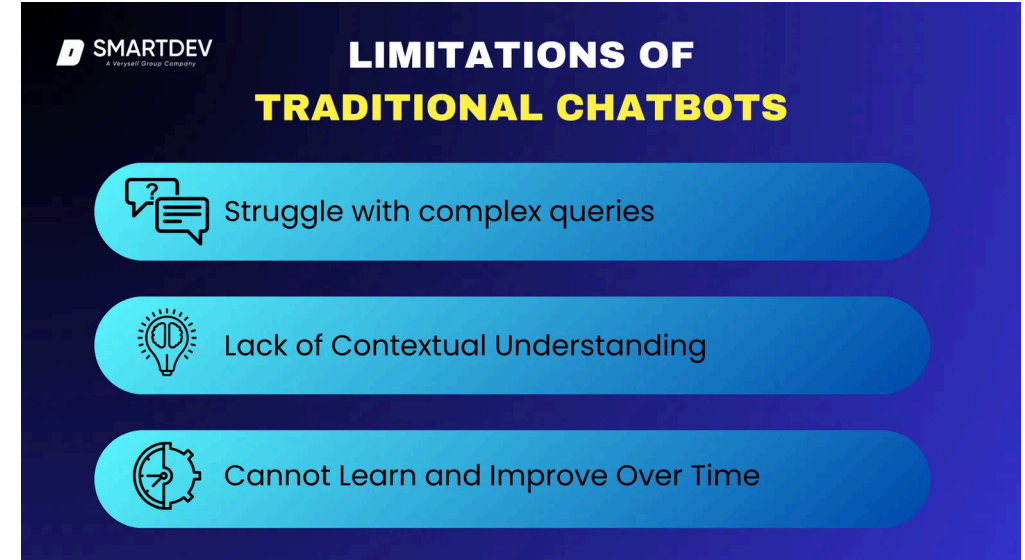
Rapid deployment without specialized AI expertise



Traditional chatbots fail to meet modern government needs

Legacy systems create frustration for citizens and inefficiency for agencies

- 1 Cannot understand natural language, requiring exact keyword matches
- 2 Expensive development costs (\$200,000-500,000 per bot)
- 3 Lack integration with existing government databases
- 4 Cannot learn from interactions or improve over time
- 5 Limited language support in multilingual communities



Copilot Studio enables no-code AI assistant creation

Three integrated components power government transformation



Knowledge Brain

Instantly absorbs and understands government documents, websites, and manuals to provide accurate information



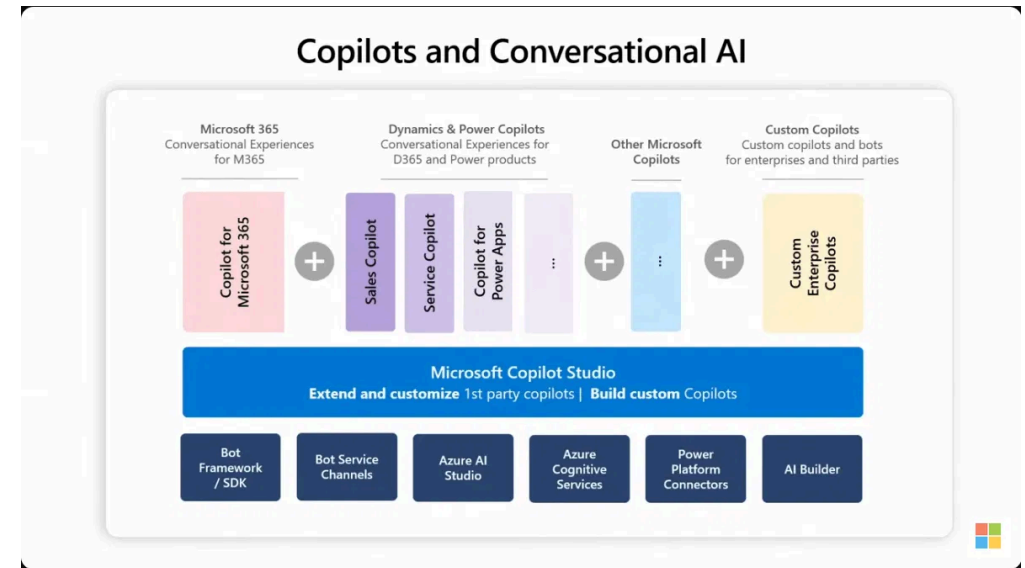
Visual Conversation Designer

Drag-and-drop interface for creating conversation flows without coding, accessible to non-technical staff



Integration Hub

Connects to existing government databases and systems to provide personalized, real-time information



Miami-Dade can deploy 15 AI initiatives with minimal resources

Copilot Studio enables rapid implementation of county's AI strategy

Citizen Services

- Permit Application Assistant
- Benefits Eligibility Guide
- 311 Service Request Helper

Internal Operations

- HR Knowledge Base
- Procurement Guide
- IT Support Assistant

Implementation Strategy

Deploy one assistant per department using a standardized template, with each department maintaining their own knowledge base



Government success stories prove 60-75% efficiency gains

Real-world implementations demonstrate measurable improvements in service delivery

City of Kelowna, Canada

60% reduction in call center volume

Implemented AI assistant for citizen services, handling routine inquiries 24/7 and freeing staff for complex cases

San Antonio, Texas

75% faster permit processing

AI-guided application process reduced errors and streamlined approvals for business and residential permits

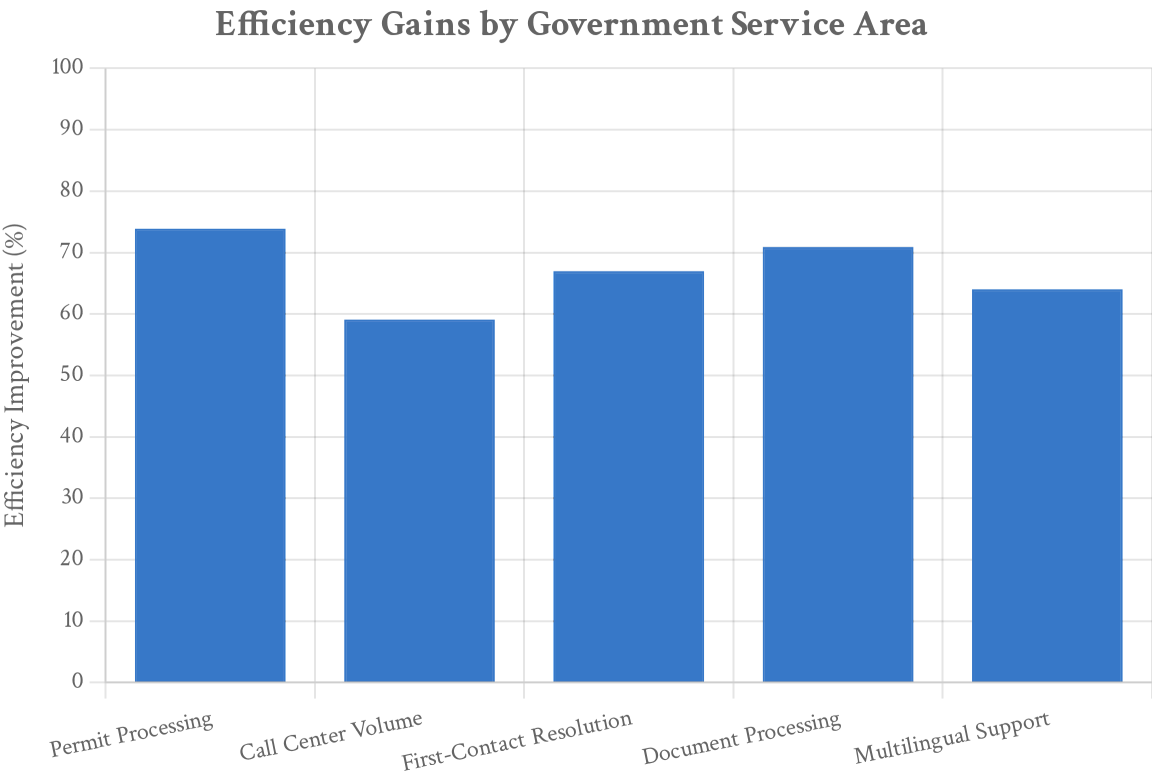
Australian Department of Human Services

68% increase in first-contact resolution

Benefits eligibility assistant provides accurate guidance across multiple programs and languages

Key Insight

Government entities using Copilot Studio consistently achieve 60-75% efficiency improvements within the first 90 days of implementation



Enterprise-grade security meets government compliance requirements

Copilot Studio provides comprehensive security and compliance features



Authentication Controls

Integrates with Microsoft Entra ID for secure access management and role-based permissions



Complete Audit Trails

Comprehensive logging of all conversations and administrative actions for governance



Multilingual Support

Automatic translation for over 100 languages with data residency compliance



Data Sovereignty

Control where data is stored and processed to meet regional requirements

FedRAMP

HIPAA

CJIS

SOC 1 & 2

ISO 27001



IT Security

IT Compliance

Protects company's
IT/info assets

Protects business
activities

Practiced for your
own sake

Meets third-party
demands

Requires constant
maintenance

Finished when third-
party is satisfied



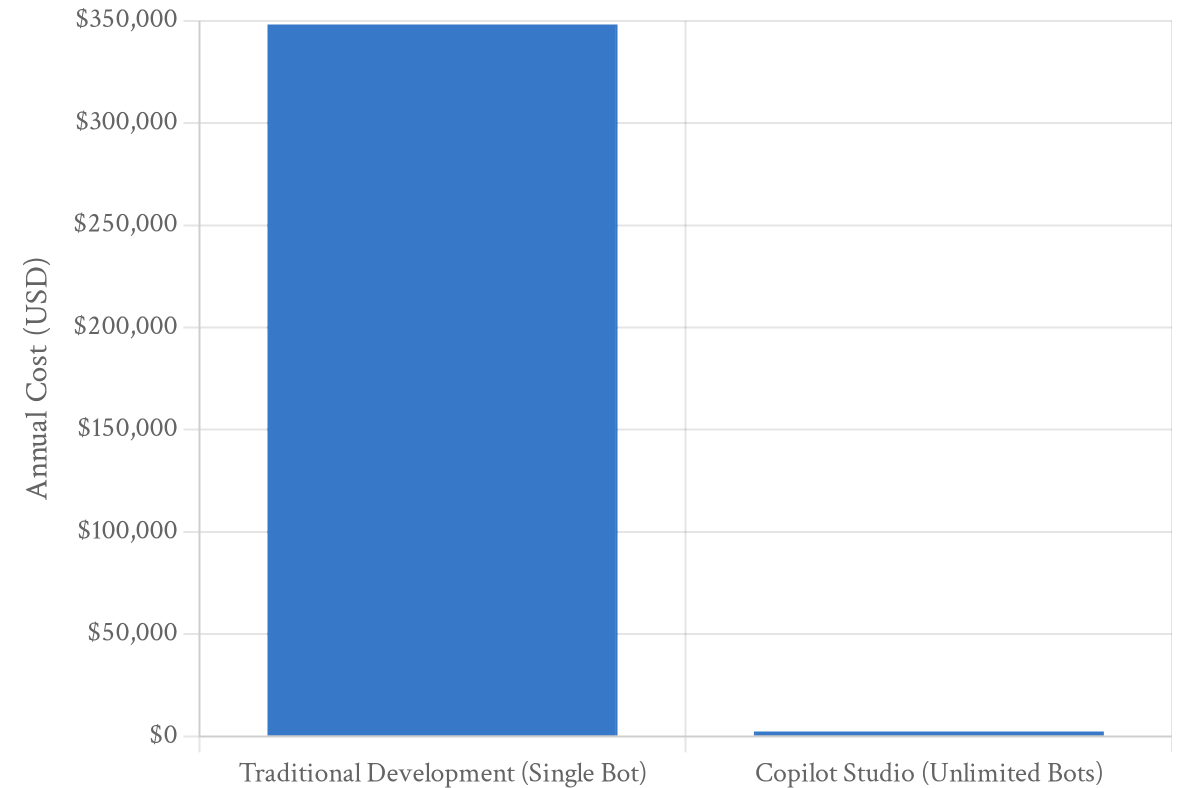
\$200/month vs. \$500,000 per bot: The economic transformation

Copilot Studio dramatically reduces costs while increasing deployment speed

- \$ Traditional Development:** \$200,000-500,000 per bot with 6-12 month timeline
- \$ Copilot Studio:** \$200 per month for unlimited assistants
- 🕒 Implementation Time:** 30 days vs. 6+ months
- 👥 Staff Requirements:** Non-technical staff vs. specialized developers

Miami-Dade's 15 planned AI assistants

Could cost \$3-7.5M with traditional development vs. \$200/month with Copilot Studio



30-day implementation roadmap for first five assistants

Phased approach ensures rapid deployment with measurable milestones

Immediate action plan to become an AI government leader

Concrete next steps for Miami-Dade County to transform citizen services