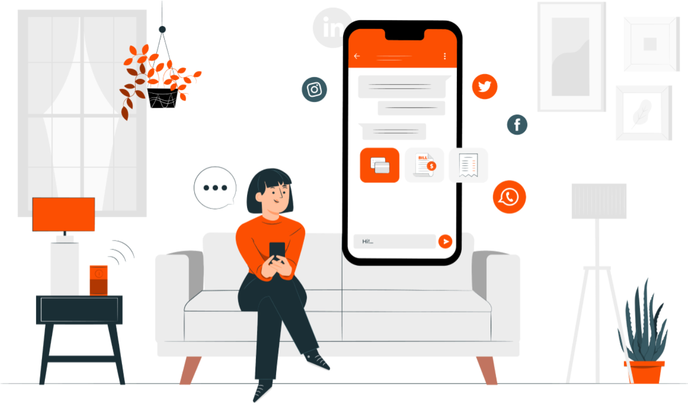
STREEBO

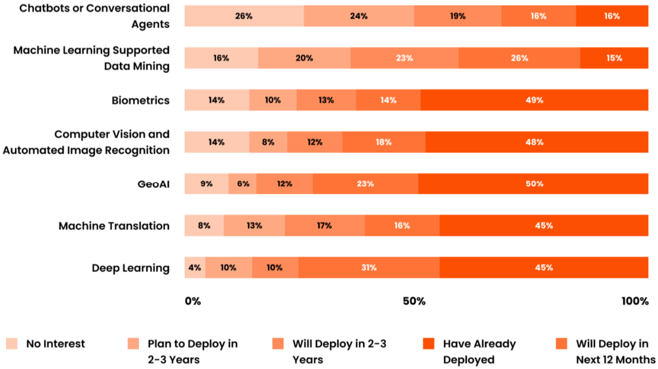
Transformation of Government Services with Cutting-Edge AI-driven Solutions

In today's fast-paced world, people find it challenging to visit government offices in person to access services such as **tax filing, passport registration, and more.** Recognizing the need for efficient communication and prompt dissemination of accurate information, government agencies have embarked on a transformative path by embracing conversational interfaces. These interfaces, **deployed on different social media platforms, offer uninterrupted service availability, functioning 24/7.**



By integrating these conversational interfaces, government agencies aim to enhance citizen engagement, **providing a faster and more convenient means of interaction.** This approach not only caters to the demands of citizens in the digital age but also significantly **improves satisfaction rates by delivering real-time assistance and personalized support through accessible and user-friendly platforms.**

Type of AI Adoption Across Government



As per the findings of a survey conducted by Datareportal, governments are leveraging the global presence of approximately **3.96 billion active social media users** to improve accessibility and optimize the delivery of services through omnichannel chatbots.

According to the Government Chatbot Adoption Report, citizens are leveraging chatbots to access a wide array of government services, such as **tax inquiries (30% of interactions), passport applications (20% of interactions), social welfare support (15% of interactions), and permit/license renewals (10% of interactions).** This adoption of chatbots has led to substantial operational enhancements for governments.

More Power to Citizens: Entry of Generative AI and LLMs

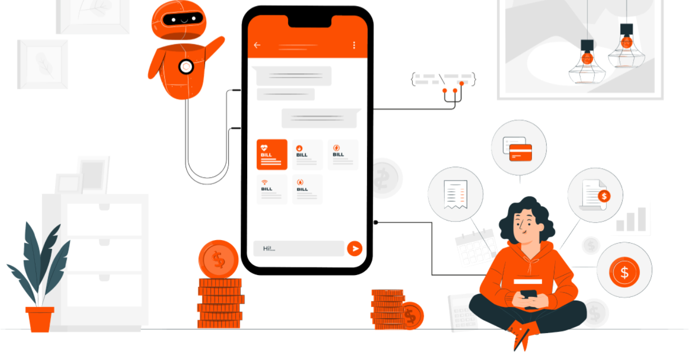
The advent of Generative AI provides powerful and innovative methods for communication, synthesis, and production of authentic text and multimedia materials. Leveraging **generative artificial intelligence (GAI) & advanced LLMs,** state and local governments can explore the possibilities of advanced chatbot solutions that engage citizens in natural language, promptly and accurately addressing their inquiries.

BILL
$ 1597
Paid
Successfuly
Received
$ 1597
Hi!...
Messages OTP
088123

By training a chatbot on comprehensive datasets sourced from state databases, **including tax regulations, public utilities, healthcare services, licensing prerequisites, and other pertinent information,** governments can maximize the full potential of new-gen interactive platforms that offer informative and context-aware responses to citizen queries.

Streebo’s Conversational Interfaces powered by Leading LLMs and Generative AI Technologies

The field of conversational AI solutions is undergoing a transformative revolution with the emergence of various LLMs and generative AI technologies. However, it is important to recognize that one-size-fits-all solutions are not suitable for every organization. That’s why Streebo’s advanced chatbot architecture offers organizations the flexibility to choose the LLM or AI technology that aligns best with their specific requirements. Our cutting-edge conversational AI solution, powered by leading AI technology like **GPT on Microsoft Azure** takes advantage of the latest advancements. Additionally, open-source repositories such as **HuggingFace, Cohere and more** contribute to this innovative wave by providing a wide range of features and valuable insights.



Our AI-powered government chatbots utilize cutting-edge natural language processing (NLP) engine such as **Microsoft Azure's CLU, Copilot, Power Virtual Agents leveraging enterprise-grade cloud platform like Azure.** They are further enhanced with machine learning (ML) techniques and deep learning frameworks. Our chatbots undergo extensive training on large datasets, enabling them to accurately and efficiently comprehend and respond to citizen queries. To enhance their capabilities, **they are integrated with advanced features like sentiment analysis, entity recognition, and intent detection, enabling them to better understand user needs and provide personalized assistance.** With continuous learning and adaptation capabilities, our AI-powered government chatbots evolve over time, ensuring optimal performance and citizens' satisfaction.

Streebo's pre-trained Government Virtual Assistants for Citizens are trained in the following use-cases

Instant Access to Public Data

Provide citizens with quick access to a wide range of public data ensuring easy access to important information and resources.

Information about Citizen Rights

Deliver accurate and up-to-date information about citizen rights, new policies, entitlements, protections, and legal frameworks.

Notification on Policy Changes

Play a proactive role in notifying citizens about policy changes, ensuring they stay informed and up to date with pertinent governmental initiatives.

Government Tax and Bill Payments

Facilitate seamless and secure tax and bill payments effectively.

Government Information and Services

Provide information on government programs, services (passport, visa, permits, license renewals), office locations, operating hours, required documents, and assisting with online submissions.

Citizen Feedback and Complaint Handling

Gather feedback from citizens, handle common complaints, furnish pertinent details regarding grievance redressal processes, and guide individuals towards the relevant government departments for further assistance.

Check Eligibility Criteria for Grants and Subsidies

Aid citizens in assessing their eligibility for grants and subsidies, providing valuable assistance regarding application procedures and necessary criteria.

Streebo’s Pre-Trained Voice & Chatbot for Government Services is Trained in the Following Operations

- FAQs (Frequently Asked Questions)
- Issue Certificate
- Office Locator
- Request for Reports
- Call Helpdesk
- Query Resolution
- Appointment Booking
- Notification & Reminders
- Generate Receipt
- Feedbacks and Reviews
- Track Appointment
- Bill Payment & Transactions
- Registration and Support for Water Supply, Gas Connection, Electricity, Property Construction, Building Permit, etc.

Organizational Benefits of AI-driven Government Chatbots

Deloitte’s research revealed that citizens engaging with government chatbots experienced a 4-5 times reduction in issue resolution time compared to conventional channels. Furthermore, a study conducted by Grand View Research predicts that the global market size for government chatbots is estimated to reach USD 1.25 billion by 2025 with generative AI, highlighting substantial growth in their adoption within government sectors.

Increased Efficiency

The utilization of chatbots can enhance the efficiency of government processes. For instance, the UK government’s chatbot named “Amelia” successfully managed over 1 million citizen inquiries in its initial year, leading to a remarkable 98% decrease in processing time for these requests.

Enhanced Cash Flow

Government chatbots can improve cash flow by streamlining payment processes. Chatbots can facilitate online transactions, enabling citizens to make payments for services or submit fees conveniently and securely. This reduces administrative overhead, accelerates payment processing, and improves overall cash flow for government agencies.

Cost Savings

By handling common inquiries and providing 24/7 support, chatbots enable government agencies to optimize staffing levels and allocate resources more efficiently, resulting in substantial cost savings over time.

Key Differentiators of Our Government Chatbots for Citizens Powered by Leading NLPs, LLMs, and Generative AI Technologies.

Cutting-edge AI Technologies

Our chatbots leverage the power of state-of-the-art AI technologies such as GPT, Watson X, AWS SageMaker, Google Gemini, and open-source models at HuggingFace enabling them to generate more sophisticated and contextually relevant responses.

Enhanced Conversational Abilities

By utilizing the latest LLMs, and generative AI technologies, our government chatbots can generate more coherent and contextually appropriate responses. They go beyond predefined templates and can simulate human-like conversations by providing personalized, context-aware answers, leading to a more engaging user experience.

Advanced NLPs

The transactional abilities of our government chatbot, powered by world-class NLPs such as IBM Watson, Microsoft Azure's CLU, Copilot, Power Virtual Agents, Google Dialogflow, and Amazon LEX, allow citizens to perform a range of tasks seamlessly. They can conduct transactions, such as submitting applications, making payments, or requesting services, all through natural language interactions.

Multilingual Support

With 38+ languages support, our government virtual assistants can process and respond to user queries in various languages, enabling governments to engage with a broader range of citizens.

Compliance with Security and Privacy Standards

Given the sensitivity of government data, our chatbots prioritize the security and compliance of all processed data to ensure its confidentiality and integrity.

Integration with Government Systems

Our government chatbots can integrate with various government systems, databases, and information repositories, enabling them to access and retrieve relevant information in real-time. They can provide personalized services, facilitate transactions, and guide users through government processes seamlessly.

Multi-Modal Capabilities

Our government virtual assistants have the capability to accommodate various modes of interaction, such as text-based messaging, voice-based commands, and even visual inputs. They possess the ability to process and comprehend images, videos, and documents.

Access to Unstructured Data

Our government chatbots possess the ability to gather pertinent data from various unorganized sources like emails, news articles, social media posts, logs, and public forums. Through the utilization of natural language understanding, these chatbots can examine and extract valuable insights from these unstructured sources. This empowers them to offer a broader perspective on public sentiment, emerging matters, and public concerns.

Voice Support

Our conversational interfaces have the capability to facilitate voice-enabled interactions, enabling users to engage with them through spoken language. Instead of typing, users have the convenience of speaking their queries or commands, which is particularly advantageous for citizens with limited typing skills or a preference for voice-based communication. Moreover, voice support proves beneficial for individuals with visual impairments.

Advanced Multi-channel Support

Our chatbots are designed to seamlessly operate across multiple channels, including websites, social media platforms, and mobile applications. This ensures that citizens can access government services and engage with the chatbots through their preferred communication channels.

Pre-Integrated with Backends

Our pre-trained citizen self-service Bot can be deployed on-premises or on IBM Cloud, Microsoft Azure, Amazon AWS, or Google Cloud Platform.

In-built Live Agent Support

Our AI-powered government Bot includes live agent support for seamless assistance, allowing citizens to switch between the chatbot and real agents without disruption, ensuring prompt and effective responses to their queries.

Continuous Learning and Improvement

Government chatbots powered by leading NLP and AI technologies are designed to learn from user interactions and improve over time. They can leverage machine learning algorithms to analyze user feedback, identify patterns, and enhance their performance through iterative updates and training.

Pricing Options

Capex Option

You can choose to buy the product with an upfront amount.