AI USE CASES FOR STATE AGENCIES

SERVICE ADVISOR acts as a concierge for website visitors.

AI FORM FILLER guides end users through a form, and uses their replies to fill in the form, while answering any questions during the process.

INVESTIGATIONS AI ASSISTANT to support officers by sharing pertinent policies and procedures.

CA VEHICLE CODE BOT is designed to identify specific answers in long complex code documents.

MOBILE DRIVERS LICENSE (mDL) AI ASSISTANT supports the launch and adoption of mDL.

**HUMAN RESOURCES ADVISOR** assists with the onboarding and supports existing employees.

CALL CENTER AI ASSISTANT answers calls and supports agents.

SIDEKICK VIRTUAL ASSISTANT designed to complete the Title Transfer process conversationally.

PROCUREMENT AI ASSISTANT to help with procurement process as well as supporting organizations that want to register and respond to opportunities.
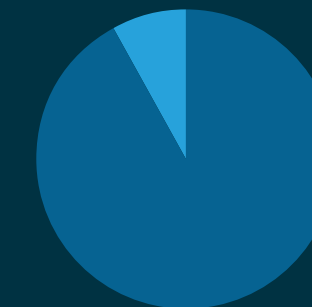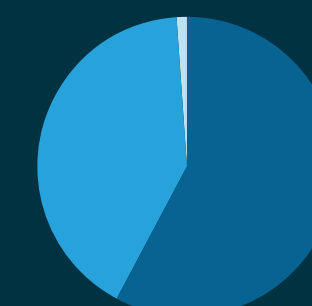
92% OF OVER 4 MILLION INTERACTIONS A MONTH ARE COMPLETED.
Winner of **STATE GOVERNMENT EXPERIENCE AWARD 2023** from Government Technology, a division of e.Republic, LLC.

ONE FORM WAS VIEWED 18,162 TIMES IN A MONTH. 16% OF THOSE VIEWED FORMS WERE PRINTED.
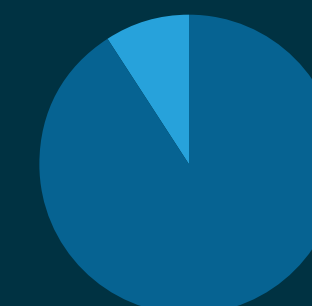
91% OF INTERACTIONS ARE COMPLETED BY OFFICERS.

IN FIRST TWO WEEKS OF GOING LIVE, 58% INTERACTIONS WERE COMPLETED. 1% ESCALATED TO A LIVE AGENT.

INCREASED CALL CENTER EFFICIENCY BY 46% OVER ONE MONTH.
Net Promoter Score increased by 2 points.

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