

# AI-powered Public Sector Solutions

Redefine government operations and service delivery  
with the power of industry-leading AI and data solutions

Create a citizen-centric experience with our award winning partnership and improve workflows by connecting systems, providing rich insights, and streamlining operational capabilities.

## Growth Opportunities



Centralized data platform to build agnostic data-sharing environments



Intelligent  
automation  
to efficiently process  
inbound applications



Round-the-clock  
citizen-centric query  
resolution and  
contact center  
solutions



Consolidated data  
sources to enable  
stronger analytics  
and improved  
visualizations



Smart Alto predict,  
detect, and prevent  
accidents in the  
transportation sector

## Solutions

## CCAI FOR PUBLIC SECTOR & EDUCATION

Provide information and additional options to access DMV services and empower employment agencies to effectively support constituents with an AI and ML-based multichannel virtual agent

## DATA WAREHOUSING AND INSIGHTS

Unify datasets and provide actionable insights to drive real-time decision-making with an integrated analytics dashboard

## CLOUD LEARNING PLATFORM

Personalize learning experiences  
with a deep learning-based  
Intelligent Tutor complete with  
real-time feedback

## TRANSLATION & TRANSCRIPTION

Automatically translate, transcribe, and store any audio data enabling users to process audio files on a user interface and assess the outcome with a custom quality score model.

## SMART TRANSPORTATION SERVICES

Enable citizens to be better informed and make safer, smarter use of transport networks with AI-based services catering to different modes of transport and traffic management.

## CYBERSECURITY ANALYSIS

Mitigate cybersecurity risks associated with the ICT supply chain by detecting anomalies and threats

## INTELLIGENT CLAIMS PROCESSING

Process and validate the legitimacy of claims with an assistive Document AI solution and enable claimant approvals with round-the-clock virtual agent support

## ENTERPRISE SEARCH

A platform to securely access and communicate data from several sources and platforms, and form an agnostic data management and sharing environment.

## Case Studies: Stories that inspire

### Voice-based Virtual Agent to automate IVR Queue for a Department of Health and Human Services Commission

The department recognized the need for a virtual agent over the telephony channel to automate the IVR Queues and provide immediate conversational self-service, with seamless handoffs to live agents for more complex issues.

#### Solution

- Quantiphi successfully deployed a production-grade Dialogflow CX virtual agent, replacing the IVR Eligibility Services Queue and handling **1.3 million monthly calls** with an impressive **85% intent trigger accuracy**
- This bilingual agent, supporting **English and Spanish**, seamlessly integrates with HHS' backend system for citizen information retrieval. Genesys integration enables skill-based handovers to live agents
- An analytics dashboard, tracking **~30 KPIs**, informs strategic decisions
- During contracting for Phase 2, we plan to add 19 use cases, modify flows and language, and enhance the dashboard for an improved user experience

#### Key Impact

- **1.3 million monthly calls** handled by the virtual agent
- **85%** virtual agent success rate (Intent Trigger Accuracy)

### Gen AI Student Learning Assistant

With the intent to provide a more personalized and flexible learning experience for its diverse student body, one of the largest American online universities embarked on a journey to develop a unified AI assistant system with Quantiphi. This initiative was driven by recognizing the need to adapt to the evolving demands of adult learners in today's digital age.

#### Solution

Quantiphi collaborated closely with the university to develop a cutting-edge GenAI-powered student assistant poised to revolutionize the online learning landscape. The first phase of the project is designed to cater to student queries often posed to faculty, covering essential areas like:

- Course Navigation
- Syllabi comprehension
- Grading policies
- Discussion board requirements
- Seamless access to the university's services

#### Key Impact

- Currently implemented for 4 courses in production
- 900+ users daily
- Over 90% accuracy in responses

### Elevating Citizen Medicaid Service Experience with Contact Center AI and Document AI

Quantiphi leveraged its expertise in Google Cloud Contact Center AI and Doc AI to seamlessly build a multilingual chat-based virtual agent for Medicaid assistance and an AI-powered document processing tool to automate the state's document review process. The resulting solution empowered citizens by automating document verification, simplifying the Medicaid process, and facilitating an efficient and seamless document submission process. As a result, it significantly optimized and improved citizen access to essential healthcare services.

#### Solution

- FAQ-based chatbot in English, Spanish, and Vietnamese
- Content Management System (CMS) to dynamically update FAQ responses
- Pre-defined analytics dashboard to monitor virtual agent performance
- API to ingest documents from LA Meds in near real-time without storing them in a GCS bucket
- Classification model for entity extraction from MAGI forms [dynamic template]
- Provide the extracted metadata via the API to the state's environment along with confidence scores

#### Key Impact

- **76%** Virtual agent success rate
- **75K** Average annual sessions
- **70%** Accuracy rate for MAGI forms

### Transforming a County's Election Constituent Service: Quantiphi's Multilingual Virtual Agent Enhancement

Quantiphi elevated the overall service quality and accessibility for constituents engaging with a county's election board. By leveraging Google's Contact Center AI platform and generative AI, Quantiphi played a transformative role in enriching constituent experience by facilitating the seamless resolution of queries.

#### Solution

- Migrated existing ES agent to CX to support English and Spanish
- Integrated Webhook to create dynamic flows for all three use cases (precinct location, voter eligibility status, early voting location)
- Developed a virtual agent (40+ intents) for the chat and telephony channels in English and Spanish and trained the GenAI agent on all web pages within the client's domain
- Developed CCAI insights dashboard and performance metrics to generate reports

#### Key Impact

- **88.14%** of queries handled within 14 months on chat and voice
- **~11,000** successful conversations via voice and chat

#### Awards



#### Contracting Vehicles



#### Alliances



Quantiphi is an award-winning AI-first digital engineering company driven by the desire to reimagine and realize transformational opportunities at the heart of business. We are passionate about our customers and obsessed with problem-solving to make products smarter, customer experiences frictionless, processes autonomous and businesses safer.

Amsterdam | Boston | Bangalore | London | Mumbai | Princeton | San Jose | Toronto | Trivandrum



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