

AI Chatbot for External Knowledge Documents and API Integration

Intelligent public sector chatbot for document knowledge and APIs

Secure automation of citizen queries and information workflows

Better citizen service delivery

Provides instant, accurate responses to citizen and staff queries, improving service quality and

Cost and efficiency savings

Automates routine enquiry handling to reduce operational costs and free staff to focus on higher-value

24/7 access and inclusivity

Enables round-the-clock availability for users, improving accessibility and satisfaction across channels.

Transform Public Services

- Purpose-built for UK public sector use cases, including citizen-facing and internal services.
- Combines document AI, conversational AI, and API integration in a single secure SaaS solution.
- Supports multi-cloud deployment and UK / EEA data residency with user control over locations.
- Delivers strong security with encryption, VPN options, certified datacentre standards, and annual penetration

Service Overview

This service provides an intelligent conversational AI interface that understands and answers citizen and staff queries using knowledge documents and real-time information from connected systems. It is designed for UK public sector organisations to improve service delivery, automate routine enquiries, and ensure secure, compliant handling of data and workflows.

Core Capabilities

- Processes and understands knowledge documents with semantic AI to answer complex queries
- Integrates with existing government APIs and backend systems for real-time information and workflow automation
- Deploys across multiple channels (web, mobile, messaging) for citizens and staff, with secure UK-based data processing and encryption

Key Features

Intelligent conversational AI

Natural language understanding for accurate query interpretation and responses for citizen and staff queries.

Knowledge document processing

Semantic understanding of documents to provide accurate, context-aware answers.

Seamless API integration

Connects with existing government systems for real-time information and workflow automation.

Real-time information retrieval

Access to knowledge repositories and backend services for up-to-date responses.

Multi-channel deployment

Available across web, mobile, and messaging platforms for maximum accessibility.

Secure data processing

UK government-standard encryption and UK-based data residency with compliance assurance.

Natural language understanding

Advanced AI to interpret complex queries and provide accurate responses.

Automated workflow triggers

Intelligent automation integrated with backend services to streamline processes.

Service Benefits

Better citizen service delivery

Provides instant, accurate responses to citizen and staff queries, improving service quality and responsiveness.

Cost and efficiency savings

Automates routine enquiry handling to reduce operational costs and free staff to focus on higher-value tasks.

24/7 access and inclusivity

Enables round-the-clock availability for users, improving accessibility and satisfaction across channels.

Faster decisions and consistency

Accelerates access to information while enforcing standardised, accurate knowledge responses across services.

Workflow automation and compliance

Streamlines processes via intelligent automation and API integrations while meeting UK government data protection standards.

Summary & Key Advantages

Why Choose This Service

- Purpose-built for UK public sector use cases, including citizen-facing and internal services.
- Combines document AI, conversational AI, and API integration in a single secure SaaS solution.
- Supports multi-cloud deployment and UK / EEA data residency with user control over locations.
- Delivers strong security with encryption, VPN options, certified datacentre standards, and annual penetration testing.
- Offers flexible support tiers, customisation, and integration assistance to align with existing government systems and workflows.

DATASUMI

Email: sales@datasumi.com

Web: www.datasumi.com