

Generative AI Chatbot for UK Public Sector Websites and Portals

AI-powered citizen support for councils, NHS and government departments

Secure, GDPR-compliant chatbot for public sector websites and portals

Reduced operational workload

Automates high-volume citizen enquiries so staff can focus on complex cases and higher-value activities

Improved citizen experience

Provides instant, always-available support on websites and portals, improving responsiveness and

Regulatory assurance

Keeps citizen data within UK/EEA locations and aligns with GDPR and UK data protection requirements,

Transform Public Services

- Purpose-built for UK public sector websites, councils, NHS trusts and government departments
- Delivers 24/7 conversational support that reduces enquiry handling time and staff effort
- Designed around GDPR, UK data residency and recognised security standards
- Offers flexible cloud deployment (public, private, community, hybrid) and integration with existing systems

Service Overview

This service is a generative AI chatbot designed for UK public sector websites and citizen portals, providing automated, 24/7 responses to common enquiries. It reduces contact centre and back-office workload while improving accessibility and responsiveness for councils, NHS trusts and central government services. The platform uses secure, GDPR-compliant infrastructure with data stored in the UK or EEA to meet public sector data sovereignty requirements.

Core Capabilities

- Always-on automated enquiry handling across web and portal channels
- Seamless integration with existing UK public sector websites, CMSs and citizen portals
- Secure processing and storage of citizen data within UK/EEA with GDPR compliance controls

Key Features

24/7 AI chatbot

Available around the clock for UK public sector websites and portals

Automated enquiry handling

Reduces manual workload by handling common citizen enquiries

GDPR-compliant processing

Secure processing with UK/EEA data residency options

System integration

Connects with existing public sector data systems and web infrastructure

Flexible deployment

Support for public, private, community and hybrid cloud models

Accessible interface

Web-based design meeting WCAG 2.2 AA standards for all users

Comprehensive reporting

Dashboards with usage, performance and service metrics

Multi-channel support

Email/ticketing, phone, web chat and optional onsite support

Service Benefits

Reduced operational workload

Automates high-volume citizen enquiries so staff can focus on complex cases and higher-value activities

Improved citizen experience

Provides instant, always-available support on websites and portals, improving responsiveness and accessibility for diverse user groups

Regulatory assurance

Keeps citizen data within UK/EEA locations and aligns with GDPR and UK data protection requirements, supporting compliance and auditability

Faster digital service delivery

Integrates with existing public sector sites and systems to quickly add conversational interfaces without major redevelopment

Accessible by design

Meets WCAG 2.2 AA standards with tested support for assistive technologies, ensuring inclusive access to digital services

Summary & Key Advantages

Why Choose This Service

- Purpose-built for UK public sector websites, councils, NHS trusts and government departments
- Delivers 24/7 conversational support that reduces enquiry handling time and staff effort
- Designed around GDPR, UK data residency and recognised security standards
- Offers flexible cloud deployment (public, private, community, hybrid) and integration with existing systems
- Provides strong accessibility, monitoring and reporting capabilities aligned to government standards
- Backed by tiered support options, including rapid responses for critical issues and enterprise-level assistance

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