

AI Citizen Engagement & Public Sector Chatbot Platform (UK Government)

AI chatbot platform for UK public sector citizen engagement

Secure, GDPR-compliant digital assistant for central government, councils, and NHS

Higher citizen satisfaction

Personalised AI chatbot engagement improves responsiveness and user experience for citizens accessing

Better accessibility

Intelligent chatbot assistance makes services more accessible at any time of day, including outside

Reduced staff workload

Routine and repetitive enquiries are offloaded to the autonomous chatbot, freeing staff to focus on

Transform Public Services

- Purpose-built for UK public sector with secure, GDPR-compliant architecture.
- Always-on, multi-channel, multilingual chatbot improving access for diverse groups.
- Integrates with existing government systems to protect legacy investments.
- Delivers measurable operational savings by automating high-volume enquiries.

Service Overview

This service is an AI-powered chatbot platform designed for UK public sector bodies to automate citizen enquiries and provide always-on digital services. It focuses on secure, GDPR-compliant delivery of information and transactions for central government, local authorities, and NHS organisations while integrating with existing systems.

Core Capabilities

- Automates citizen enquiries via an autonomous AI agent using advanced language models.
- Delivers 24/7, multilingual support across web, mobile, SMS, and social channels.
- Integrates with government databases and systems to provide unified, real-time access to information and services.

Key Features

Real-time insights

Real-time citizen engagement insights delivered via a secure government cloud platform.

Autonomous AI agent

Autonomous AI agent capable of handling complex citizen enquiries using language models.

Deep integration

Deep integration with existing government databases and systems for unified service delivery.

24/7 multilingual support

24/7 multilingual support across web, mobile, SMS, and social media channels.

Advanced reasoning

Advanced reasoning to understand and respond accurately to complex queries.

Programmable workflows

Programmable workflows to automate routine tasks and back-office processes.

Continuous analytics

Continuous actionable analytics on chatbot performance and citizen usage patterns.

Robust security

Robust security and privacy controls to ensure GDPR compliance and data protection.

Service Benefits

Higher citizen satisfaction

Personalised AI chatbot engagement improves responsiveness and user experience for citizens accessing government services.

Better accessibility

Intelligent chatbot assistance makes services more accessible at any time of day, including outside standard office hours.

Reduced staff workload

Routine and repetitive enquiries are offloaded to the autonomous chatbot, freeing staff to focus on complex and high-value tasks.

Consistent and accurate

Advanced reasoning ensures consistent, policy-aligned responses across all citizen interactions.

Cost and performance gains

Automation and real-time analytics drive cost savings and more data-driven operational decisions.

Summary & Key Advantages

Why Choose This Service

- Purpose-built for UK public sector with secure, GDPR-compliant architecture.
- Always-on, multi-channel, multilingual chatbot improving access for diverse groups.
- Integrates with existing government systems to protect legacy investments.
- Delivers measurable operational savings by automating high-volume enquiries.
- Provides continuous analytics to improve services and inform decisions.
- Backed by structured support tiers and robust security controls.

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