

Generative AI Knowledge Base for UK Public Sector Citizen Services

Automated citizen information and self-service chatbots for UK public sector

Generative AI platform for accurate, always-on government information delivery

Reduced call volumes

Automates routine citizen queries so contact centres handle fewer calls and more complex cases

Improved citizen experience

Provides instant, accurate access to information through conversational interfaces and self-service portals

Operational efficiency

Automates repetitive information requests, freeing staff time for higher-value work

Transform Public Services

- Purpose-built for UK public sector citizen services (local authorities, NHS trusts, and government departments)
- Combines generative AI, conversational chatbots and a structured knowledge base in one SaaS platform
- Designed to reduce call centre volumes while improving efficiency and service quality
- Secure by design with government-standard encryption and UK/EEA data hosting options

Service Overview

This service provides a generative AI-powered knowledge base that delivers automated citizen-facing information services for local authorities, NHS trusts and government departments. It offers conversational chatbots, natural language query responses and intelligent self-service portals to reduce call centre volumes while improving operational efficiency.

Core Capabilities

- AI conversational chatbot handling citizen queries in natural language
- Intelligent knowledge base with automated information retrieval and search over government content
- Multi-channel delivery across web portals and mobile applications for 24/7 access

Key Features

Natural language conversational AI chatbot

Responds to citizen queries with intelligent, context-aware answers

Intelligent knowledge base

Automated information retrieval and search over government content repositories

Multi-channel delivery

Web portals and mobile applications for 24/7 citizen access

Secure, government-standard encryption

Protects citizen data with UK government security standards

Scalable cloud infrastructure

Handles high-volume citizen enquiries across peak periods

Real-time content updates

Ensures accurate, up-to-date government information delivery

Self-service portal

Provides citizens with instant access to information and services

Seamless integration

Works with existing government content management systems and websites

Service Benefits

Reduced call volumes

Automates routine citizen queries so contact centres handle fewer calls and more complex cases

Improved citizen experience

Provides instant, accurate access to information through conversational interfaces and self-service portals

Operational efficiency

Automates repetitive information requests, freeing staff time for higher-value work

Cost savings

Lowers operational costs by reducing manual enquiry handling and associated staffing overheads

Consistent, trusted information

Delivers standardised, up-to-date responses that support public trust and reduce misinformation

Summary & Key Advantages

Why Choose This Service

- Purpose-built for UK public sector citizen services (local authorities, NHS trusts, and government departments)
- Combines generative AI, conversational chatbots and a structured knowledge base in one SaaS platform
- Designed to reduce call centre volumes while improving efficiency and service quality
- Secure by design with government-standard encryption and UK/EEA data hosting options
- Scales to high enquiry volumes with multi-cloud deployment across public, private, community and hybrid models
- Integrates with existing government websites and CMSs, extending current digital channels rather than replacing them

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