



Service Definition Document for Futr AI Platform

1. Service Overview

- **Service Name:** Futr AI
- **Service Description:** Futr AI provides an advanced AI-driven communication platform that enables public sector organisations to automate and enhance their customer and internal communication using chatbots and live chat solutions.
- **Service Category:** Software as a Service (SaaS)

2. Service Features

- **Multilingual Chatbot Capabilities:** Supports over 140 languages, facilitating communication across diverse user bases.
- **Real-time Analytics:** Offers dashboards with real-time insights into usage patterns, customer satisfaction, and operational efficiency.
- **Data Security and Compliance:** Ensures compliance with GDPR and other relevant data protection standards, including options for on-premises deployment.
- **Integration Flexibility:** Seamless integration with existing CRM systems, email platforms, and other essential public sector IT infrastructure.

3. Technical Specifications

- **Platform Availability:** Cloud-based with optional on-premises deployment for enhanced data control.
- **Accessibility Standards:** Conforms to WCAG 2.1 AA standards to ensure service is accessible to all users, including those with disabilities.
- **Scalability:** Easily scales to accommodate fluctuations in demand, ensuring consistent performance during peak periods.

4. Service Management

- **Support Availability:** Up to 24/7 support through multiple channels including email, phone, and a dedicated client portal.
- **Service Updates:** Regular updates and feature enhancements provided automatically as part of the subscription.



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- **Training and Documentation:** Comprehensive documentation and training materials available online, with optional on-site / virtual training sessions.

5. Onboarding and Offboarding

- **Onboarding Process:** Detailed onboarding process starting with a needs assessment, followed by system configuration, user training, and final deployment.
- **Offboarding Process:** Data extraction and system decommissioning support provided, ensuring all client data is securely handled and returned.

6. Pricing Structure

- **Subscription Model:** Pricing based on the number of user interactions and level of integration required, with specific packages tailored for small to large public sector entities.
- **Additional Costs:** Details any potential extra costs for advanced customisations, additional on-site training, or premium support options.

7. Use Cases (non-exhaustive)

- **Police:**
 - Citizen Facing: Automates reporting of non-emergency incidents, provides real-time updates on case status, and facilitates anonymous tips submission.
 - Employee Facing: Streamlines internal communications, manages shift scheduling, and supports incident debriefings with secure, automated workflows.
- **Fire Services:**
 - Citizen Facing: Delivers critical fire safety education, enables easy scheduling of property safety inspections, and offers instant access to emergency preparedness information.
 - Employee Facing: Enhances coordination of training programs, automates equipment maintenance logs, and assists in resource allocation during emergencies.
- **Ambulance Services:**
 - Citizen Facing: Supports non-emergency medical queries, schedules ambulance services when required, and provides pre-arrival instructions for emergency care.
 - Employee Facing: Manages ambulance dispatches more efficiently, tracks ambulance availability in real-time, and supports the documentation of patient care records.



- **Local Government:**
 - Citizen Facing: Facilitates access to information about local services, such as waste collection schedules and council tax inquiries, and simplifies the submission of planning permissions.
 - Employee Facing: Streamlines workflow for public service requests, manages internal requests for resources, and automates routine administrative tasks.
- **Healthcare:**
 - Citizen Facing: Offers appointment booking and prescription refill requests, provides health information and self-care guidance, and collects patient feedback for service improvements.
 - Employee Facing: Enhances patient record management, supports shift scheduling and staffing needs, and automates inventory tracking for medical supplies.
- **Education:**
 - Citizen Facing: Facilitates communication between parents and teachers, provides updates on school events and closures, and offers access to educational resources.
 - Employee Facing: Automates administrative tasks such as attendance recording and grade reporting, supports teacher collaboration platforms, and manages resource allocation.



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