



SMART: STAFF COPILOT – CHANNEL ADD-ONS

SERVICE DEFINITION DOCUMENT

G-Cloud 15 Framework | Lot 2b: Cloud Software

SERVICE OVERVIEW

SMART: Staff Copilot – Channel Add-ons provides optional access channels that extend how users interact with SMART: Staff Copilot across different working contexts. **Built on the ICS.AI SMART: Platform**, these channels enable staff to access governed AI capabilities through familiar tools and interfaces, while maintaining consistent governance, auditability, and security controls.

Channel Add-ons are designed to complement the core SMART: Staff Copilot service and can be enabled independently or in combination, depending on organisational needs. They are compatible with all sector-specific SMART: Staff Copilot services, including Local Government, Education, NHS & Healthcare, Emergency Services, and Central Government.

AVAILABLE CHANNEL ADD-ONS

SMART: Staff UX (Web)

Status: Included by default

The browser-based SMART: Staff UX provides the primary interface for SMART: Staff Copilot, enabling users to:

- Draft, summarise, and analyse documents
- Search approved organisational knowledge
- Access personal and team workspaces
- Interact with Specialist Copilots and agents

The web interface supports role-based access and full audit logging.

SMART: Notes (Meetings & Voice Notes)

Status: Optional add-on (Premium+)

SMART: Notes enables AI-powered meeting and voice capture across web and mobile channels, including:

- Automated meeting minutes, decisions, and action tracking
- Voice note capture with structured summaries
- Action reminders and follow-up prompts
- Shared notes for teams and services

SMART: Notes integrates with SMART: Staff Copilot workspaces and applies the same governance and audit controls.

Microsoft Teams Channel

Status: Optional add-on

The Microsoft Teams channel allows staff to access SMART: Staff Copilot directly within Teams, including:

- In-context Copilot chat for drafting and summarisation
- Meeting transcript summarisation and action extraction
- Shared Copilot access within Teams channels
- Reduced context-switching for staff workflows

All interactions are governed by SMART: Platform policies and recorded in audit logs.

SMART: Staff Voice (Phone Channel)

Status: Optional add-on

The voice channel enables spoken interaction with SMART: Staff Copilot for use cases such as:

- Voice-to-text note capture
- Call transcription and summarisation
- Structured case notes and next-step prompts
- Hands-free interaction for mobile or field-based staff

The voice channel is particularly suited to operational, frontline support, and administrative environments.

Email Ingest Channel

Status: Optional add-on

The email channel enables SMART: Staff Copilot to process inbound and outbound email, including:

- Thread summarisation and intent extraction
- Draft response generation
- Action and task identification
- Case or workspace context creation

This channel supports high-volume correspondence environments while maintaining governance and traceability.

KEY FEATURES

- Multiple access channels for SMART: Staff Copilot
- Consistent governance and policy enforcement across all channels
- Role-based access controls applied uniformly
- Full audit logging for prompts, outputs, and actions
- Seamless integration with SMART: Staff Copilot workspaces
- Optional enablement by channel and user group

KEY BENEFITS

- Enables staff to access Copilot capabilities in familiar tools
- Reduces friction and context-switching
- Supports different working patterns and environments
- Maintains consistent governance regardless of channel
- Scales adoption without compromising control or assurance

TECHNICAL ARCHITECTURE

- Built on the **ICS.AI SMART: Platform**, providing:
- Unified multi-channel orchestration layer
- Shared OLM grounding and policy enforcement
- Multi-LLM routing for cost and performance control
- Identity integration via Microsoft Entra ID with RBAC
- Central logging and telemetry across all channels
- Secure APIs for channel integrations

GOVERNANCE, SECURITY & COMPLIANCE

- Role-based access control across all channels
- Policy controls for prompts, outputs, and actions
- Approved knowledge sources with review and version control
- Full audit logging regardless of channel used
- Sensitive data handling with redaction and minimisation
- Human-in-the-loop controls for high-risk workflows
- WCAG 2.2 AA compliant interfaces
- GDPR compliant with UK data residency

IMPLEMENTATION APPROACH

- **Channel selection** – identify required channels by role and context
- **Configure governance** – apply policies and access rules
- **Integrate** – connect Microsoft 365, telephony, and email systems
- **Test & assure** – validate governance and user experience
- **Pilot & enable** – phased rollout by team or function
- **Scale & optimise** – monitor usage and optimise adoption

DEPENDENCIES & PREREQUISITES

- SMART Platform Core (included with any SMART product)
- Relevant SMART: Staff Copilot service (Documents 14–20)
- Microsoft Azure subscription (UK or EU hosted)
- Microsoft Entra ID for identity management

USER SUPPORT

The response time is 24 hours, depending on the contract signed by the client and applies during working hours from Monday to Friday. The Support levels are as follows:

Level	Description	Response
Level 1: Urgent	System not responding or critical function loss that affects all users.	24hr fix/workaround
Level 2: High	A function loss that causes significant disruption to business and users.	Priority response
Level 3: Normal	Function loss that affects some users but will not stop them from being able to do other tasks.	Standard response
Level 4: Low	A cosmetic issue or a minor function loss that affects some users.	Scheduled response

This service, up to an agreed number of hours per month, is included in the cost of the Licence for the SMART: Staff Copilot. Additional support hours can be purchased if required.

DISCLAIMER

This service description was prepared for G-Cloud 15 and will remain on the Digital Marketplace for the duration of the framework period (up to 24 months). As AI technology and our platform capabilities evolve rapidly, specific features, integrations, or functionality described in this document may have changed since publication.

Before purchase, we recommend contacting ICS.AI to confirm current capabilities and any new features that may have been added since this description was published.

CONTACT



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EMAIL US

Contact our team with questions about our services, G-Cloud offerings, or to start a conversation

info@ics.ai



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