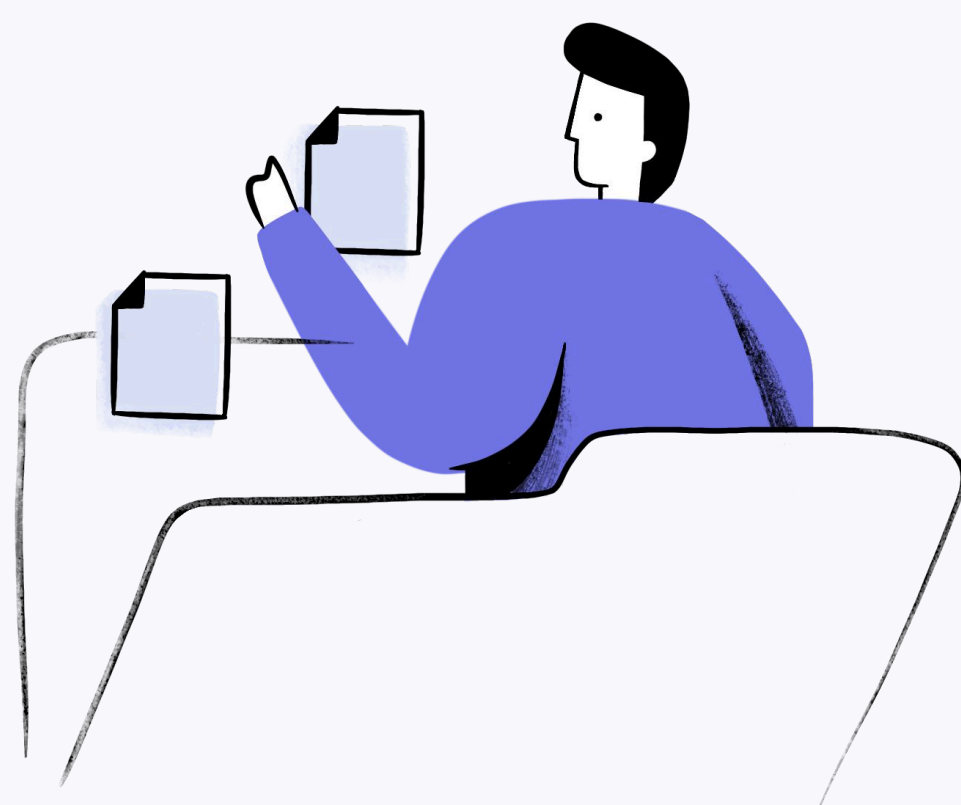


AI Solutions for Government Digital Transformation

Transform your digital public services with AI. Offer effective multi-channel services to your citizens with our digital solutions for e-government



Challenge

With rising public expectations, UK government bodies are driven to innovate and digitise their services

Solution

AI-driven voice and chatbots streamline operations and serve citizens within their preferred communication channels

Results

Substantial cost savings, increased deflection rates, and improved e-government services

Explore the AI applications in the UK government services



Contact Centre

Optimise multi-channel communication and manage high-volume enquiries with efficiency



Adult Social Care

Provide personalised services and support to senior citizens through their preferred channels



Family Services

Simplify processes to ensure the successful delivery of services for children and young people



Housing and Planning

Employ AI to streamline housing services, handle queries and provide accurate information on regulations and policies



Health, Wellbeing and Care

Efficiently handle routine enquiries about public health and social care integration and direct complex questions to service professionals



Automating Employee Workload

Automate routine tasks to free up staff for more challenging assignments, ultimately boosting team productivity

Richmond and Wandsworth Councils embrace AI voice solution



Richmond and Wandsworth Councils harnessed our AI voice solution to automate outbound call communication with residents. The project with the Adult Social Care Team included two use cases:

- AI assistant contacted residents on waiting lists, providing updates on their application status and collecting information about their current circumstances.
- AI engaged with constituents, including vulnerable groups, who have received devices from the council. It learnt about their experiences, helped troubleshoot problems, and communicated concerns to the council team via a central mailbox.

The project’s benefits



Automated phone calls with citizens, using their preferred communication method



Higher call deflection rates and smoother processes



Natural, clear interactions—voice bot handles interruptions and understands different accents



Reduced costs and easy scalability



Structured data for efficient decision-making

Results

75%

success rate

44

workdays saved monthly for the OT team

100’s

of calls handled by AI in half an hour

20 min

per call previously handled by employees

Richmond and Wandsworth Councils' project in the news



Tovie AI partners with Richmond & Wandsworth Councils to improve adult and social care outreach for residents

BY NEIL TRIM ON MARCH 5, 2024

Tovie AI, a UK-based conversational AI company, has launched a brand new pilot with Richmond & Wandsworth Councils for a first-of-a-kind automated outbound call communication for residents receiving adult and social care. The trial forms part of the Councils' joint Digital Transformation project aimed at improving public services with the use of digital technology.

AI voice assistant service communicates information to residents in Richmond and Wandsworth

& NEWS TEAM © 2024/03/05/2024



UK-based conversational AI company Tovie AI has launched a new pilot with the London Borough of Wandsworth Council and the London Borough of Richmond upon Thames Council for a first-of-a-kind automated outbound call communication service for residents receiving adult and social care.

The trial forms part of the councils' joint Digital Transformation project aimed at improving public services with the use of digital technology.



The London Boroughs of Wandsworth and Richmond upon Thames have launched a pilot project in the use of automated outbound calls for residents receiving health and social care.

The project, carried out with conversational AI company Tovie AI, is part of the councils' joint digital transformation project.

Set to run over three months, it will involve Tovie AI's voice assistant being used in two scenarios. In the first it will contact residents on waiting lists and inform them about their application status while gathering updates on their circumstances.

[manageditmag.co.uk](https://www.manageditmag.co.uk)

[attoday.co.uk](https://www.attoday.co.uk)

[ukauthority.com](https://www.ukauthority.com)

Not sure where to start with AI in your organisation?

Get in touch with the Tovie AI team for a consultation. We'll help you identify the use cases that deliver the most value for your organisation.

Contact us >