ACCENTURE VIRTUAL ASSISTANT PLATFORM

Advancing intelligent automation in the public sector

At the core, government agencies are people serving people. With today's technology, governments capture and use more data than ever before. Yet this increase in available information can result in workers being forced to focus too much on administrative tasks and recipients of government services waiting too long to get the support they really need.

How might government agencies offload repetitive tasks and enable workers to focus on high-value activities?

How might agencies improve the user experience for workers and constituents?

The **Accenture Virtual Assistant Platform** brings together artificial intelligence, robotic process automation, secure cloud hosting, voice and SMS integration, and image content analysis. Any combination of these capabilities can help increase capacity—and improve outcomes. This flexible platform approach is an ideal way to start or advance your intelligent automation journey.

Using the **Accenture Virtual Assistant Platform**, government agencies can improve:

SERVICE DELIVERY

Workers spend too much time interacting with transactional systems which dilutes the focus and support given to constituents. The Accenture Virtual Assistant Platform offers a more streamlined way to complete routine tasks, enabling staff to focus more on higher-value, human-centered activities.

SPEED AND ACCURACY

Routine data entry is repetitive and can introduce human error. The Accenture Virtual Assistant Platform provides a conversational virtual assistant to gather inputs and execute process automation. Fast, accurate data capture and transaction processing make it possible to reduce backlogs and achieve turnaround times three to five times faster than current performance.

USER EXPERIENCE

There is an impression that interactions with government agencies are tedious and slow. The Accenture Virtual Assistant Platform enables convenient self-service via multiple channels, including computer, mobile/tablet, voice and SMS text. The result: a more satisfying customer experience where constituents can use their preferred channel to interact with government agencies at their convenience.

Virtual Assistants at Work

What does the **Accenture Virtual Assistant Platform** look like in the real world? Here are just a few possible scenarios:

01 WORKER VIRTUAL ASSISTANT

Data entry can be monotonous. Delegate to a virtual assistant to complete tasks like adding a newborn or updating an address.

Ever have a simple typo cause an error? A virtual assistant reduces error rates by comparing data on imaged documents (for example, a driver's license) to data entered into the system.

02 HELP DESK VIRTUAL ASSISTANT

Logging a thorough help desk ticket can be tedious and time consuming. Have a virtual assistant do it instead. Open a chat window and provide key information. The virtual assistant will capture the standard screenshots and log the ticket automatically. Help Desk staff will appreciate the consistency.

Are employees asking the same questions over and over? A virtual assistant can give them all access to timely, consistent and accurate answers.

03 SELF-SERVICE VIRTUAL ASSISTANT

Constituents are already using online government services. Help them get what they need faster.

A self-service virtual assistant can help with site navigation, answer common questions, or provide a streamlined mechanism to complete transactions.

04 CALL CENTER VIRTUAL ASSISTANT

Don't wait for the next available call center agent. Get help when you need it—24/7.

A virtual assistant can authenticate callers, look up information or make basic account updates. That frees live agents to focus on callers with more complicated needs.

05 SMS MESSAGING VIRTUAL ASSISTANT

Provide a new channel for communicating with constituent—text messaging.

An SMS messaging virtual assistant provides the same help as a call center virtual assistant, but via text. It can also reach out to constituents to offer proactive alerts and updates.

If worker capacity could increase 15 to 30 percent, how would your agency use the extra resources to improve service delivery and customer experience? It's an exciting possibility—and the Accenture Virtual Assistant Platform puts it within reach.

To learn more about how the Accenture Virtual Assistant Platform can help Human Services agencies start or advance an intelligent automation journey contact:

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