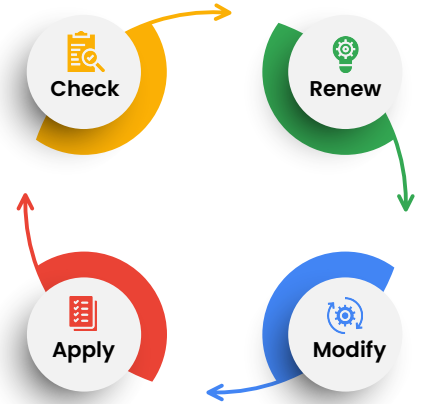


Missouri Department of Social Services

Enhancing Residents' access to benefits leveraging Google Cloud's Conversational AI and Generative AI



The State of Missouri is revolutionizing access to essential benefits programs like **Medicaid, SNAP, and TANF**. Quantiphi deployed an AI-powered virtual assistant to streamline the application process, making it quicker and easier than ever. The virtual agent is a **citizen's one-stop shop, guiding through renewals, form completion, appointment scheduling, and supporting document upload** - within the user-friendly chatbot interface. By empowering case workers with full context hand-overs, the intelligent virtual assistant ensures smoother interactions and faster resolutions.



Though work with MO DSS is ongoing, results from the initial phases show the value of the solution:

70%
drop in call wait times

75,000+
appointments scheduled

via the agent between January and July, 2023.

With the integration of Generative AI, the virtual assistant will offer a natural and engaging experience, ensuring access to accurate and up-to-date information from the State.

We are excited to announce the final launch soon that will provide a more efficient and streamlined path to securing the benefits every citizen deserves.



"I am really happy for what we achieved in such a short period of time. FSD is extremely satisfied with this solution and looks forward to working with Quantiphi again in the future".

Nichole Conway, Program Manager FSD, MO DSS



\$122K+
Savings till date



2 Mins
Average session duration



250K+
Annual Sessions



9000+
Agent hours saved

Quantiphi is an award-winning AI-first digital engineering company driven by the desire to reimagine and realize transformational opportunities at the heart of business. We are passionate about our customers and obsessed with problem-solving to make products smarter, customer experiences frictionless, processes autonomous and businesses safer.

Amsterdam | Boston | Bangalore | London | Mumbai | Princeton | San Jose | Toronto | Trivandrum



Follow us on:



appliedai@quantiphi.com