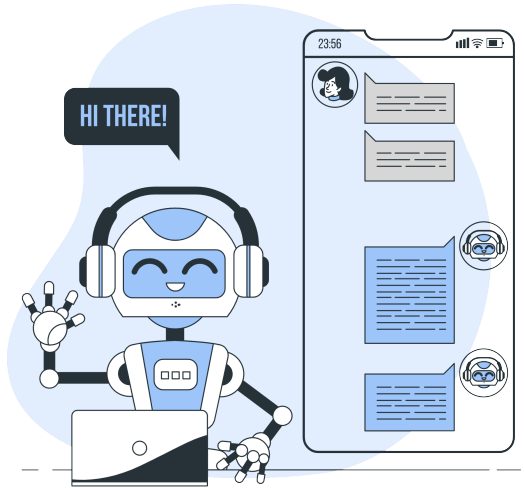


# Sullivan County, New York Gen AI Website Chatbot



Sullivan County elevated its constituent experiences to new heights by leveraging Quantiphi's expertise in Google Cloud Conversational AI and Generative AI to train and deploy a virtual assistant for the county. This virtual assistant now adeptly manages constituent queries across all 53 internal agencies in less than 6 weeks, marking a significantly faster and more efficient growth, compared to its initial role of managing queries for just two internal agencies.



### Constituent Experience

Improved constituent experience with customization of the existing chat widget to support session restarts and timeouts on the chat widget



### Analytics Dashboard

Built a virtual agent analytics dashboard on Looker to derive insights related to virtual agent performance



### Response Accuracy

Custom generators were used to improve the accuracy of virtual agent responses, ensuring effective handling of incorrect and outdated information



Google Cloud Platform



Google BigQuery



Search & Conversation



**5K+**  
Annual Chat Sessions



**80.2%**  
Query Success Rate



**25**  
Average Sessions/Day



**3 Min**  
Average Handle Time

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.

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