Sullivan County, New York
Gen AI Website Chatbot

Sullivan COUNTY CATSKILLS
Mountains of Opportunities

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.

HI THERE!

Constituent Experience

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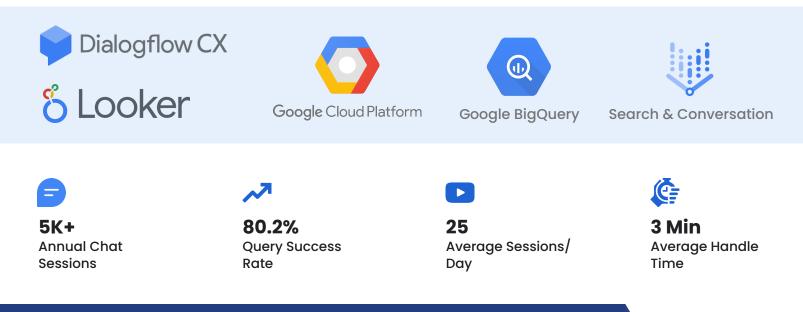
Analytics Dashboard

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generators were used to improve the accuracy of virtual agent responses, ensuring effective handling of incorrect and outdated information

Dialogflow CX

Looker

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

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appliedai@quantiphi.com