polimorphic

FAC AI PRESENTATION:
WHAT IS REAL. WHY IT CAN HELP.
HOW TO USE AI IN A SAFE/CONTROLLED WAY.

What is AI?

Think of Artificial Intelligence (AI) as a digital brain. Just like we take in experiences and learn, AI takes in data to learn.

Initially AI was used to mainly make predictions.

Generative AI is Much More Powerful!

Generative AI is AI that can create content, answers, etc. Essentially "generate" information.
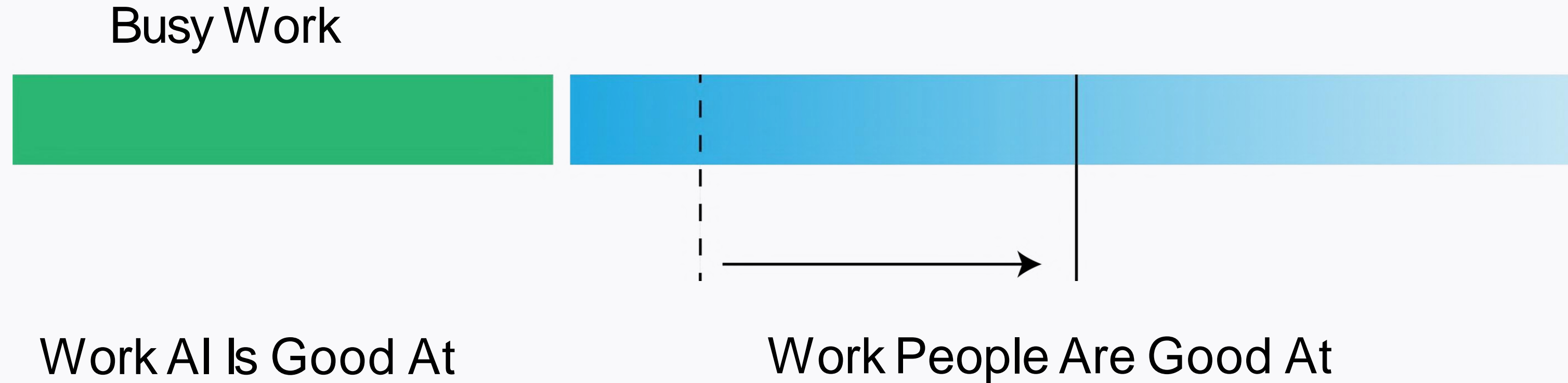
Let's look at an example!

polimorphic

We Only Have So Much Capacity

Staff Capacity →

What We Can't Get Around To But Want To!

We don't have enough capacity to get around to all the work that needs to happen.

polimorphic

AI replace the busy work of the job!

Busy Work

Work AI Is Good At

Work People Are Good At

Right now staff is bogged down with the busy work they HAVE to do.

polimorphic

Artificial Intelligence AUGMENTS not REPLACES

- Artificial Intelligence is NOT something to be scared of
- BUT it is something to control / implement with someone who understands government
- Artificial Intelligence is as good as the DATA
- Focus on good data and controlled content.

ChatGPT is the whole internet…how could we just use county information?

polimorphic

Grand Rapids
Michigan
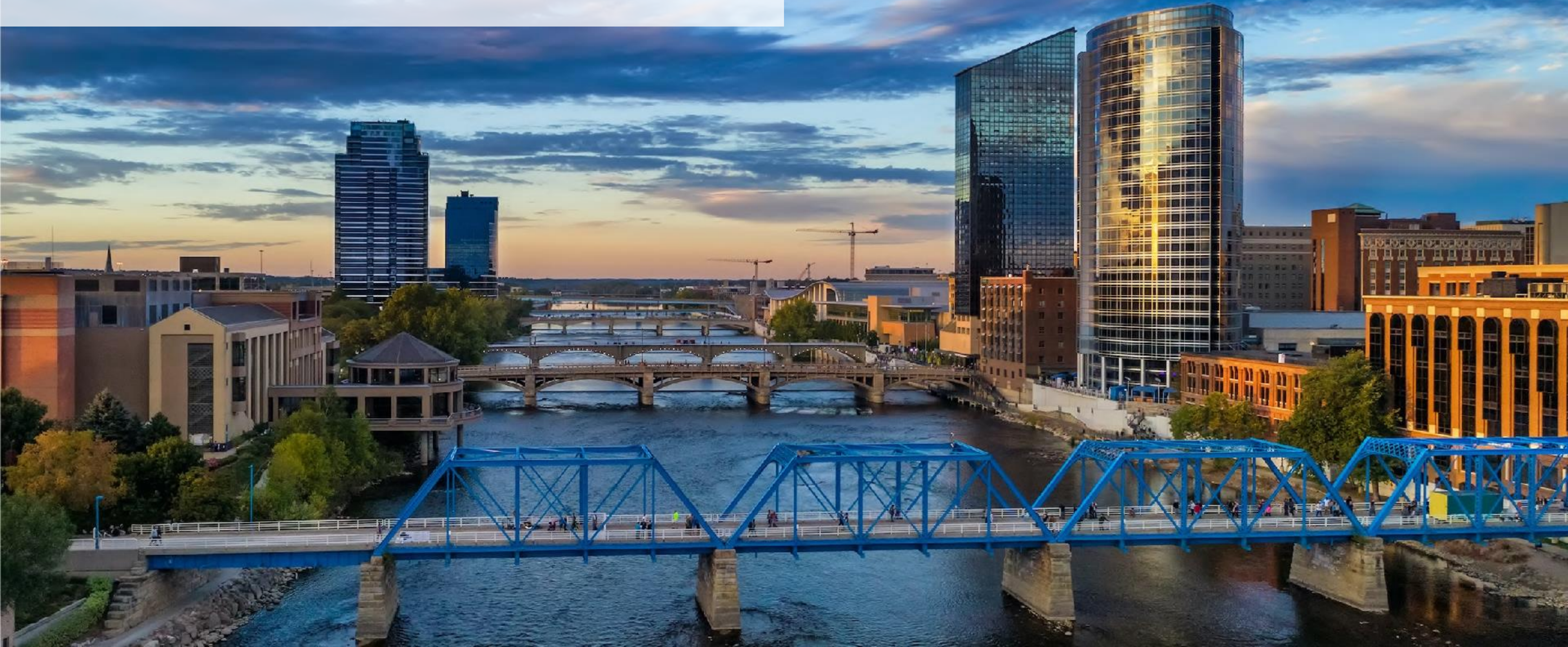
AI Search and Chat

AI - Powered Search

- A more accurate search of your website and documents for residents

- Reduce Call Volume! The AI results provide easy to understand instructions to people that would normally have to call in for the information

- Skip a trip to city hall: Direct residents to online digital applications or your existing ones and save people a trip to city hall.

- Safe content: you're in control of the sites and documents the AI can access

- Staff AI portal - Staff can easily search internal documents

polimorphic

Let's Try It in Action!

"I'm opening a cafe to serve coffee by day and wine by night. What permits do I need?"

polimorphic

Current Search: Keywords Give You Links

Polimorphic Search: AI Gives You Answers

Rowan County
North Carolina

How to Leverage AI
Polimorphic AI Search
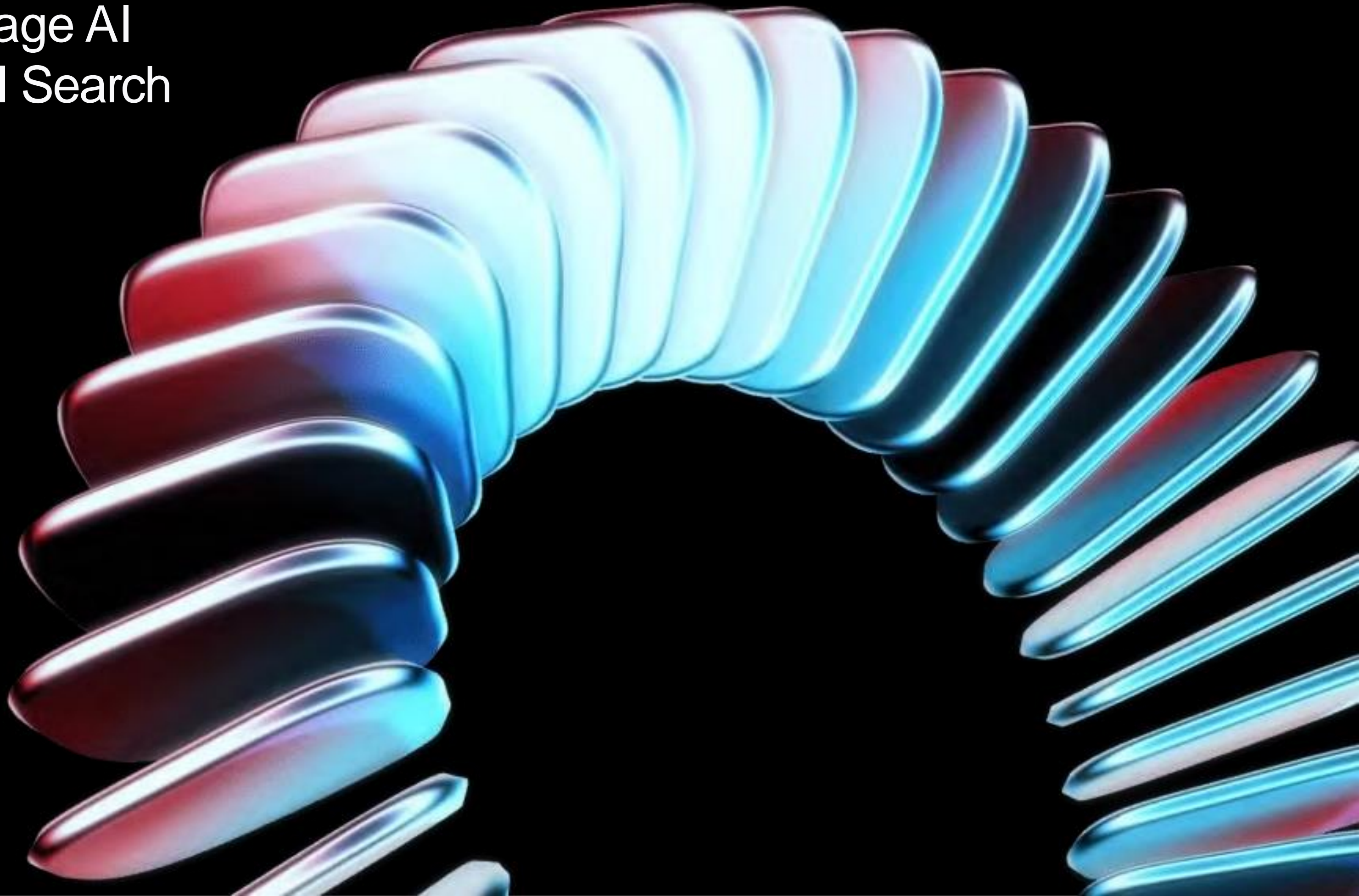
Our Goal

Deliver Value
in Time Savings and
Efficiency

&

Provide Safeguards
and
Risk Limitation

polimorphic

Value delivered immediately

Save phone calls

50% of standard web searches don't provide a clear answer, prompting residents to call in

A better experience

🔍 Ask a Question →

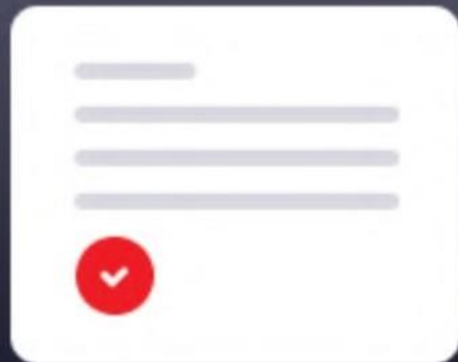AI provides constituents with more powerful, and accurate search results

More accessible

Search results are written in plain language and can easily be translated into another language

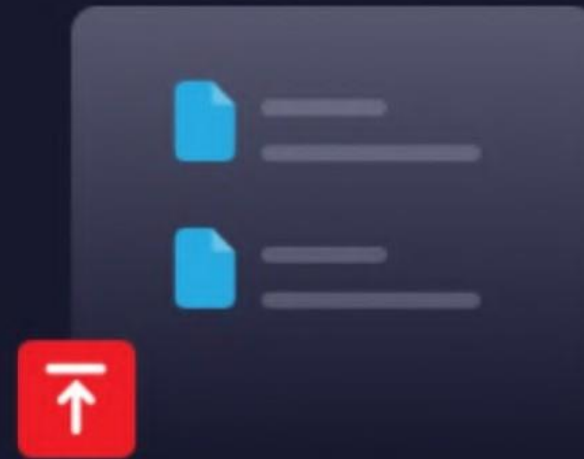# Free features

Sources included

Citation of sources verify accuracy

Source:
Ordinance 21-054

Easy to implement

< Takes less than 1 Min

EMBED CODE

Integrations

*Integration w/ Municode

municode

code
PUBLISHING CO.

& more

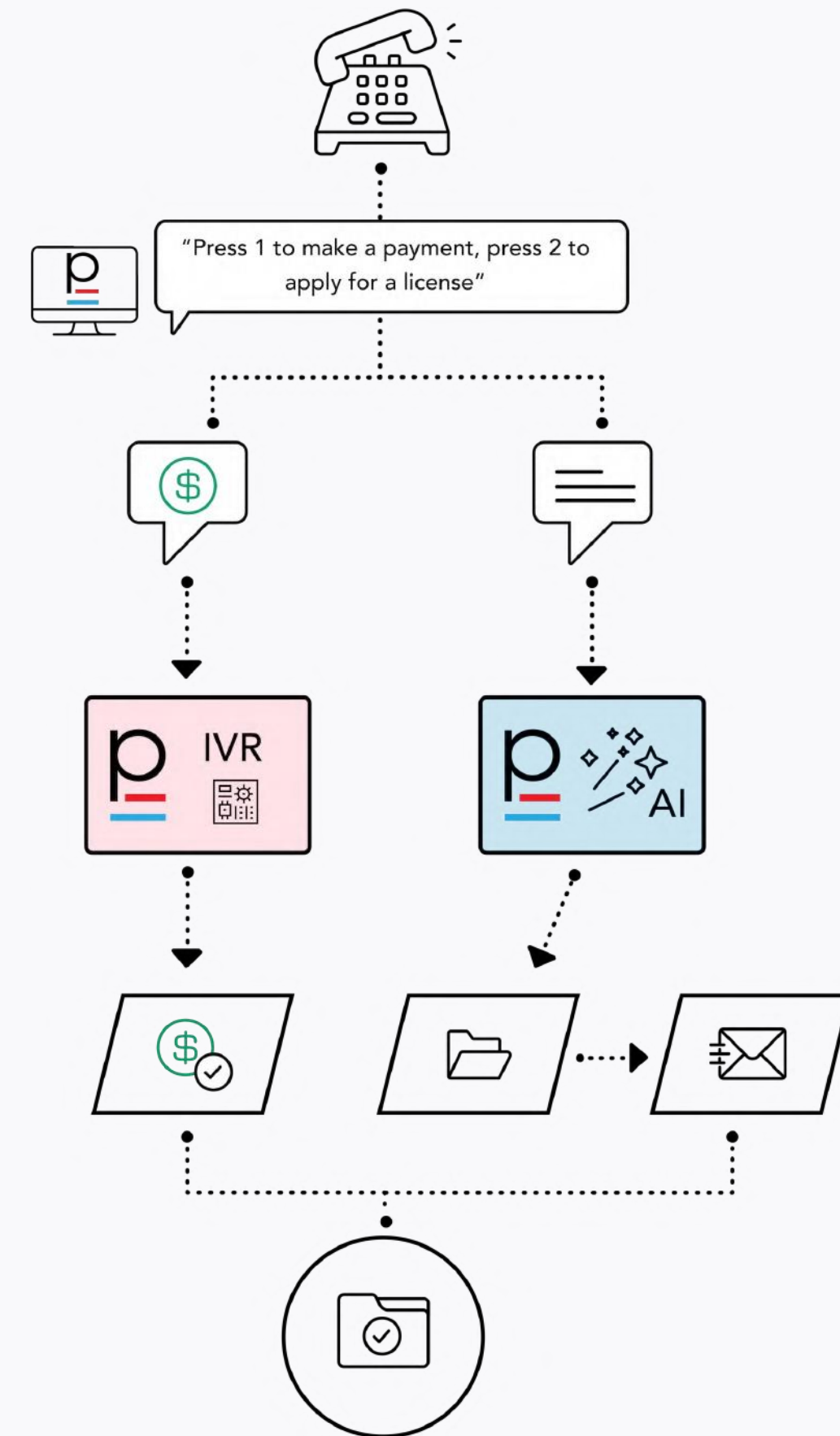## City branded styling

Gaston County, NC

"The team has been extremely responsive and easy to work with, from the initial discussions of how the tool works, to testing and tweaking to ensure searches yield the best results for our citizens. It was simple code that we were easily able to drop onto our website and allowed us to take hit-or-miss searches from basic to contextually rich and on-point."

APRIL EVERETT
ROWAN COUNTY, NC

IVR + Voice AI

- In-take request by phone outside of normal business hours with Polimorphic voice AI.

- Reduce your dependence on front desk staff to answer and route calls.

- Build a 24/7 virtual town-hall

- Save staff time so they can focus on core work / key issues

City & County Partnerships