

The slide features decorative geometric lines in the corners. The top-left corner has three overlapping lines in blue, teal, and red. The top-right corner has three overlapping black lines. The bottom-left corner has three overlapping blue lines.

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.

NETFLIX



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!

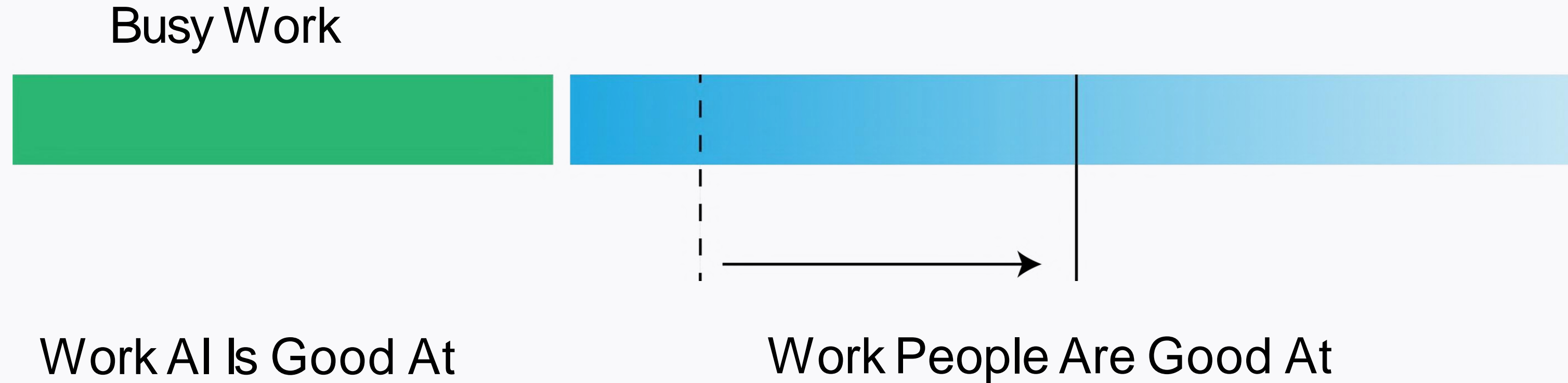


We Only Have So Much Capacity



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

AI replace the busy work of the job!



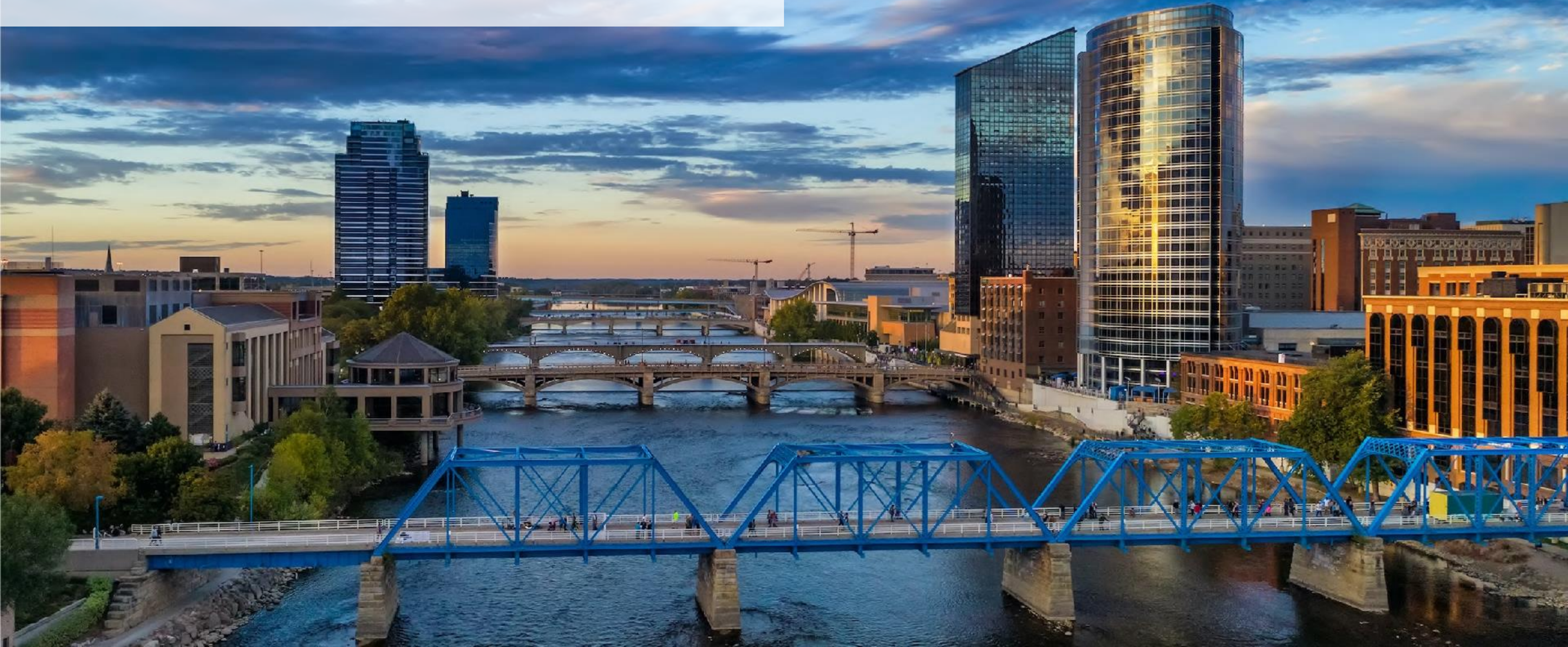
Right now staff is bogged down with the busy work they **HAVE** to do.

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?

Grand Rapids Michigan



AI Search and Chat

- 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

AI - Powered Search



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?"


Current Search: Keywords Give You Links

Search Results

[Try out our new AI - powered search tool!](#)
powered by [Polimorphic](#)

2471 Result(s) Found

Cars and Coffee Grand Rapids

 Published on July 12, 2021

Come check out the largest exotic and luxury car show in Michigan while enjoying some coffee!

Apply to Serve as an Election Worker

 Published on February 05, 2020

Looking to get involved? Work the polls on Election Day and be our partner in democracy!

SEARCH

By Phrase or Keyword

 i'm opening a cafe to se

Search

Polimorphic Search: AI Gives You Answers

AI-Powered Search for **Grand Rapids**

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



[Clear Search](#)

Based on the provided sources, you would need the following permits for your cafe:

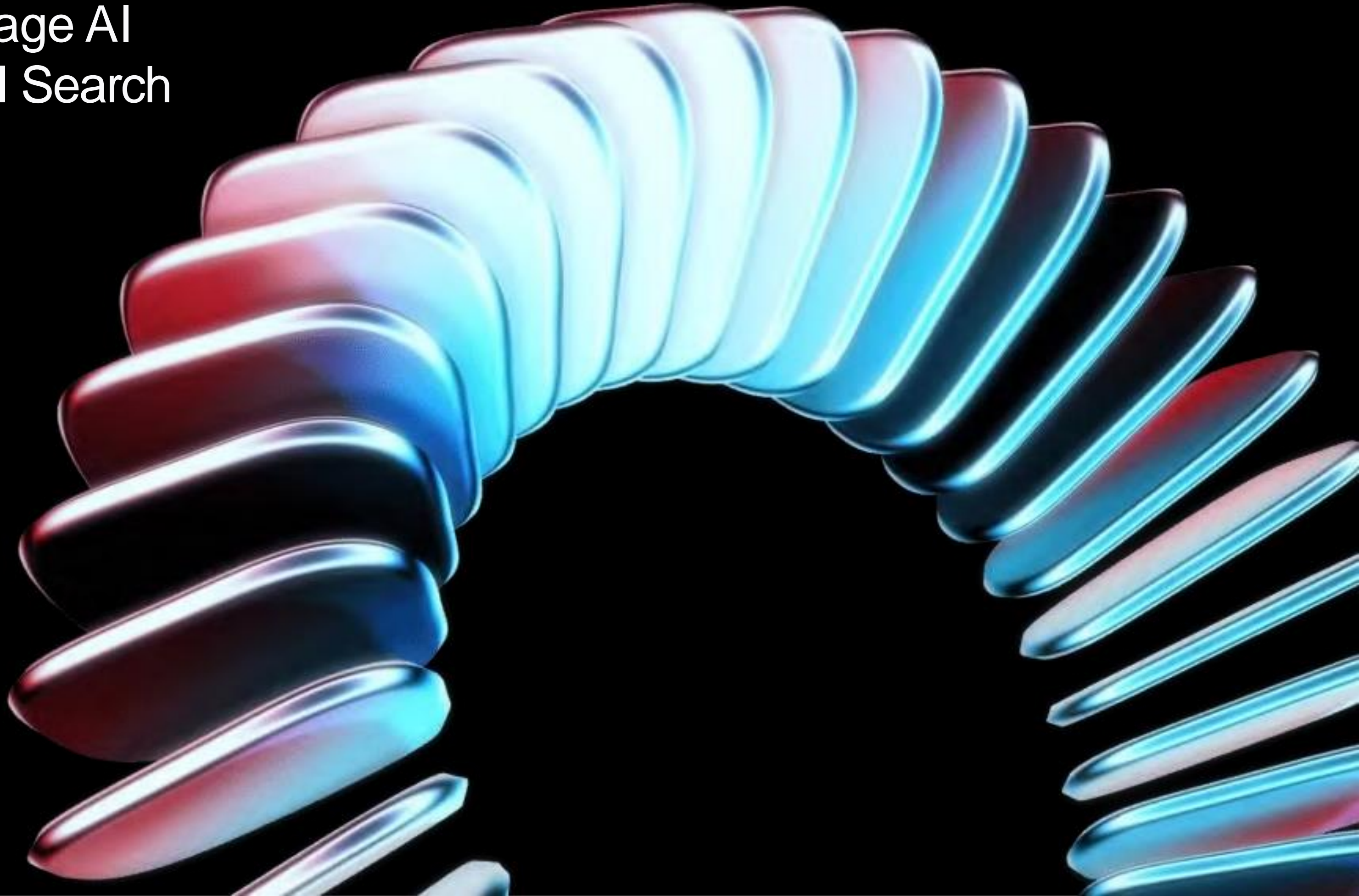
1. Alcoholic Beverage License: Since you plan to serve wine during the night, you will need a license to serve or manufacture alcoholic beverages. You can apply for this license through the municipal website. Here is the link to the source: [Business Licensing](#)
2. Indoor Event License: If you plan to extend your permit beyond your property for events, such as hosting wine tasting events or other gatherings, you will need to apply for an Indoor Event License. You can find more information on how to apply for this license on the municipal website. Here is the link to the source: [Business Licensing](#)
3. Food Permit: Since you will be serving food along with beverages, you will need a food permit. The permit will come from either the Kent County Health Department or the Michigan Department of Agriculture and Rural Development. You can contact the respective department for more information on how to obtain the food permit. Here is the link to the source: [Apply for a Transient Merchant License](#)

Remember to check with the Planning Department to ensure that your property is properly zoned for operating a cafe. Additionally, make sure you don't owe any money to the City, as this may affect the issuance of your business license.

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

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



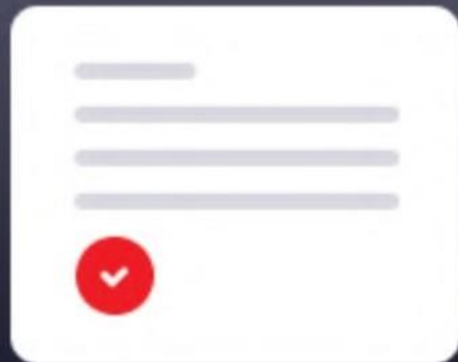
More accessible

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

Free features

Sources included

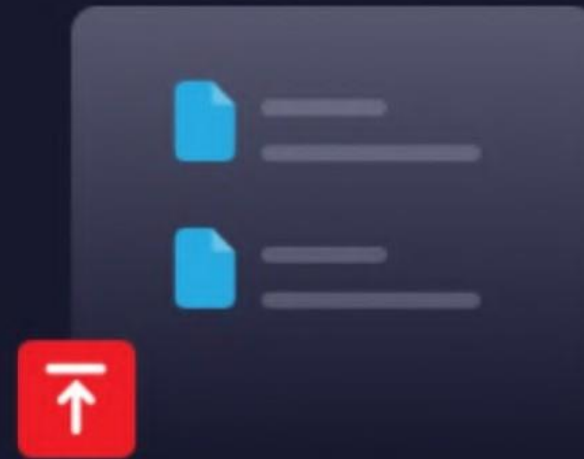
Citation of sources verify accuracy



Source:
Ordinance 21-054

Easy to implement

< Takes less than 1 Min



EMBED CODE

Integrations

*Integration w/ Municode

municode



& more

City branded styling



Gastonia County,
NC



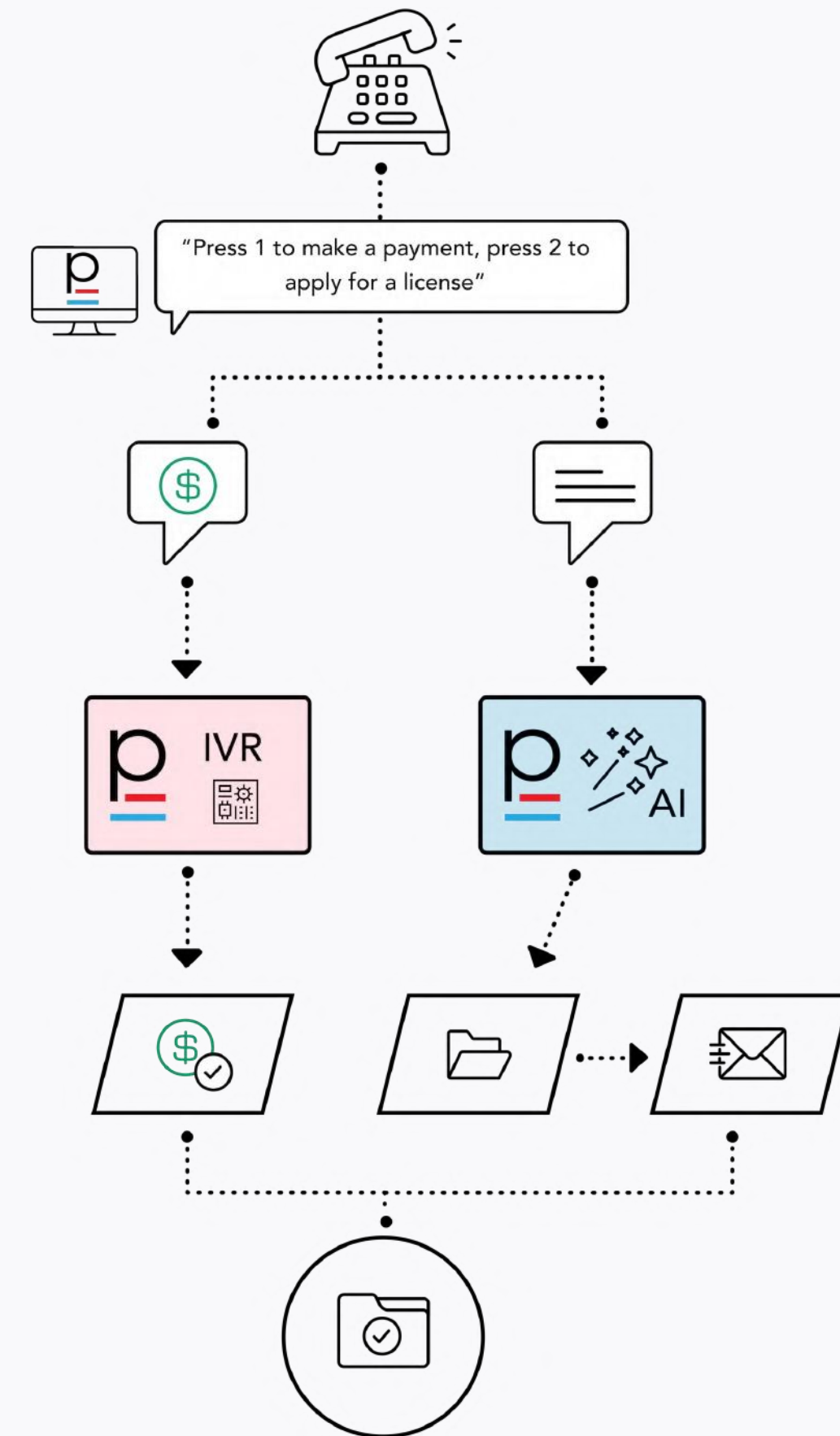
"The team has been extremely responsive and easy to work with, from the initial discussions of how the tool works, to testing and tweaking to ensure searches yield the best results for our citizens. It was simple code that we were easily able to drop onto our website and allowed us to take hit-or-miss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

