

The top corners of the slide feature decorative lines. On the left, there are three overlapping lines in shades of blue and red that form a partial corner shape. On the right, there are two overlapping blue lines forming a similar partial corner shape.

# polimorphic

A.I. FOR GOVERNMENT

# Who Is This For?

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## AI Evangelists

- Itching to solve challenges with AI
- Actively looking for ways to bring AI on today

## Cautiously Optimistic

- See some value in AI but unsure where to start
- Wants to start with a low risk way to get feet wet

## Curious

- Wary of AI but sees it developing rapidly
- Desire to learn more about AI and if it can help

# What people are saying (and thinking) about A.I.

- “ There is no reason an individual would ever want [it] in their home. ”
- “ [It can't] take the place of a competent teacher, and [it can't] change the way government works. ”
- “ [It will] go spectacularly supernova and then catastrophically collapse. ”

# What people were saying (and thinking) about ~~A.I.~~ the internet

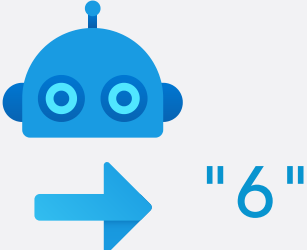
- “ There is no reason an individual would ever want [it] in their home. ” — Ken Olsen (1977)
- “ [It can't] take the place of a competent teacher, and [it can't] change the way government works. ” — Clifford Stoll (1995)
- “ [It will] go spectacularly supernova and then catastrophically collapse. ” — Robert Metcalfe (1995)

# Artificial Intelligence Abilities

"3 + 3"

"3 and then 3 more"

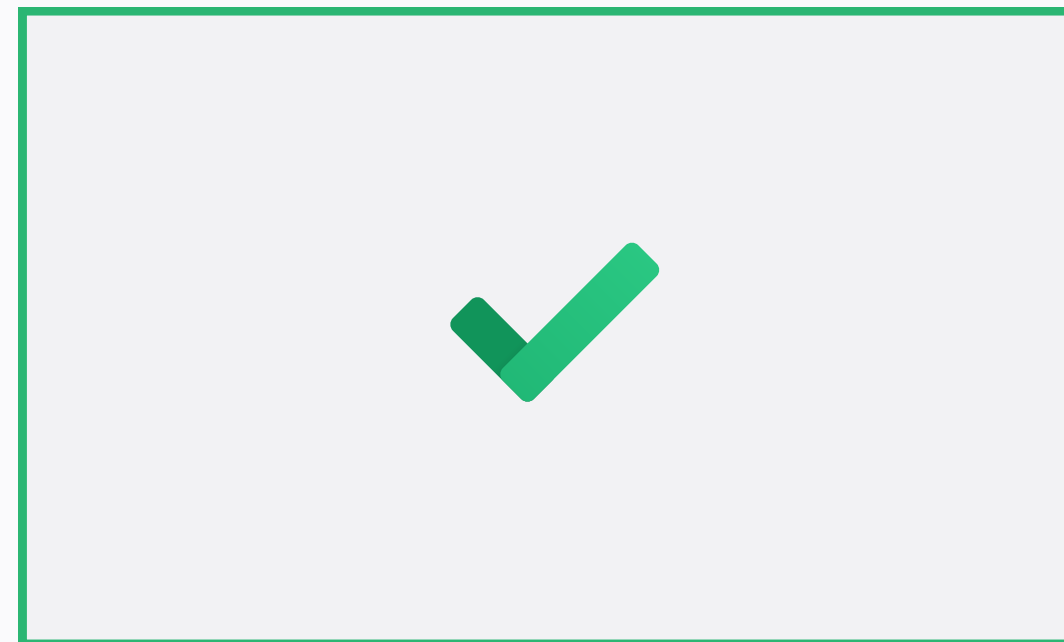
"3 and then 2  
and then 1 more"



The diagram shows a blue robot icon with two large eyes and a small antenna. A blue arrow points from the robot towards the number "6".

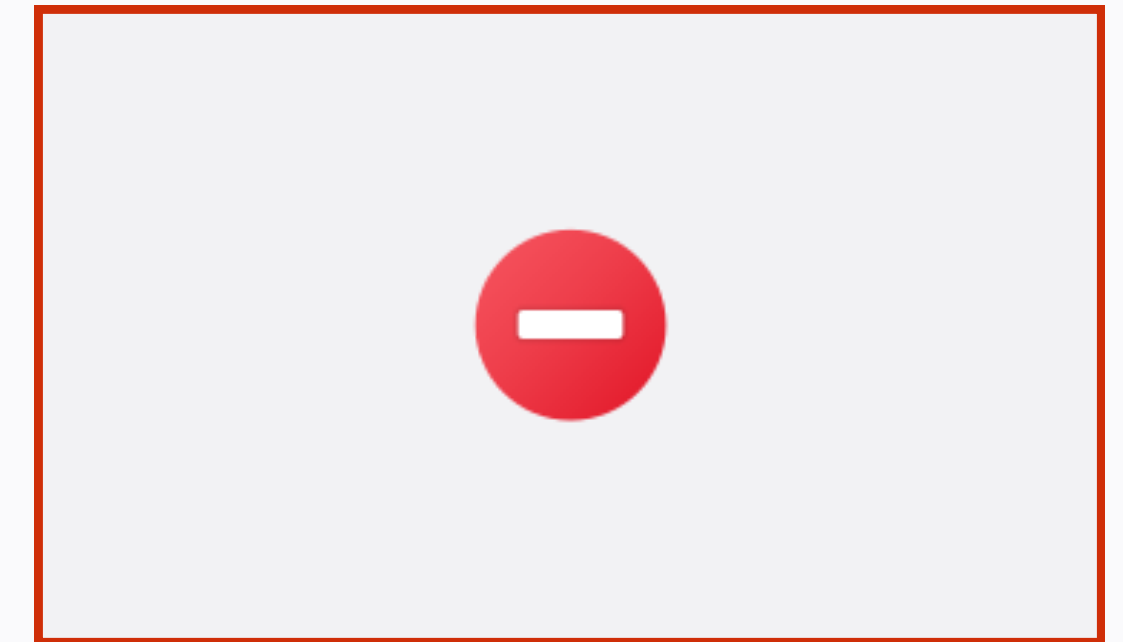
## WHAT CAN AI DO?

- Take fuzzy inputs and provide a clear output
- Adapts based on information
- Reason and problem-solve
- Understand context



## AI CAN

- Reduce human time spent on administrative /menial tasks
- Understand the messy ways humans communicate
- Cause seismic shifts in how both the private and public sectors operate



## AI CAN'T

- Perform complex and novel jobs as well humans
- Magically have all the answers
- Turn sentient and overthrow Democracy to take over the world like in The Matrix, or Terminator, or I Robot, or...

# Artificial Intelligence AUGMENTS not REPLACES

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- Artificial Intelligence is NOT something to be scared of
- BUT it is something that you need to understand
- 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 your government's information? Let's look at websites...

# The Internet / Websites are Instrumental!

We rely on our websites to communicate information to constituents.

Websites are expensive!

Managing and maintaining it is a significant portion of the communication departments role.

Despite all the time and money that goes into a website - Constituents still have trouble finding things - so they call in.

Staff may have to dig for hours through codes/ordinances to find answers to specific Qs.

Mid-Size County Line Item	Cost
Website Maintenance	\$25,000/yr
Department of Communications	\$150,000/yr
Intranet	\$10,000/yr
Total	\$185,000/yr

# A.I. Can Help!

Mid-Size County Line Item	Cost
Website Maintenance	\$25,000/yr
Department of Communications	\$150,000/yr
Intranet	\$10,000/yr
<b>Total</b>	<b>\$185,000/yr</b>

- Make website easier to search and find answers on with AI search and chat
- Communications department can use AI search to make sure website is up to date
- Easier internal search + staff support



# Practical Application of AI

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"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

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## 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: Walled Training Data

Links Documents Domain ✓ Last page updated 6 days ago Refresh All

[+ Add Links](#)

AI Search Reference Sources  
Hide a source you do not want to appear in search results. Because sources are pulled from your website, you may also want to edit the actual content of your site. Please click the Update icon if there have been changes made to a page.

Q Search SHOW: 25 sources < 1 2 > 43 sources

LINK ↑ ↓	VISIBILITY	SHOW SOURCE	UPDATE	LAST UPDATED ↑ ↓	REMOVE
<b>Agricultural Economic Development</b> <a href="https://www.polknc.gov/agricultural_economic_development.php">https://www.polknc.gov/agricultural_economic_development.php</a>	<input checked="" type="checkbox"/> Public	<input checked="" type="checkbox"/>	Update	Apr 22, 2:09 pm	Remove
<b>Board of Elections</b> <a href="https://www.polknc.gov/board_of_elections_2.php#.UrMc8CcnPsJ">https://www.polknc.gov/board_of_elections_2.php#.UrMc8CcnPsJ</a>	<input checked="" type="checkbox"/> Public	<input checked="" type="checkbox"/>	Update	Apr 22, 2:09 pm	Remove
<b>Agendas</b> <a href="https://www.polknc.gov/b_o_c_meeting_agendas/index.php">https://www.polknc.gov/b_o_c_meeting_agendas/index.php</a>	<input checked="" type="checkbox"/> Public	<input checked="" type="checkbox"/>	Update	Apr 22, 2:09 pm	Remove
<b>Minutes</b> <a href="https://www.polknc.gov/b_o_c_meeting_minutes/index.php">https://www.polknc.gov/b_o_c_meeting_minutes/index.php</a>	<input checked="" type="checkbox"/> Public	<input checked="" type="checkbox"/>	Update	Apr 22, 2:09 pm	Remove
<b>Building Permit Search</b> <a href="https://www.polknc.gov/building_permit_search/">https://www.polknc.gov/building_permit_search/</a>	<input checked="" type="checkbox"/> Public	<input checked="" type="checkbox"/>	Update	Apr 22, 2:09 pm	Remove
<b>Contracting Opportunities</b> <a href="https://www.polknc.gov/businesses/bids.php">https://www.polknc.gov/businesses/bids.php</a>	<input checked="" type="checkbox"/> Public	<input checked="" type="checkbox"/>	Update	Apr 22, 2:09 pm	Remove
<b>Business Resources</b> <a href="https://www.polknc.gov/businesses/index.php">https://www.polknc.gov/businesses/index.php</a>	<input checked="" type="checkbox"/> Public	<input checked="" type="checkbox"/>	Update	Apr 22, 2:09 pm	Remove
<b>Map</b> <a href="https://www.polknc.gov/businesses/polk_county_municipalities/index.php">https://www.polknc.gov/businesses/polk_county_municipalities/index.php</a>	<input checked="" type="checkbox"/> Public	<input checked="" type="checkbox"/>	Update	Apr 22, 2:09 pm	Remove
<b>Calendar</b> <a href="https://www.polknc.gov/calendar.php">https://www.polknc.gov/calendar.php</a>	<input checked="" type="checkbox"/> Public	<input checked="" type="checkbox"/>	Update	Apr 22, 2:09 pm	Remove
<b>Departments A-E</b>	<input checked="" type="checkbox"/> Public	<input checked="" type="checkbox"/>	Update	Apr 22, 2:09 pm	Remove

# Polimorphic Search: AI Gives You Answers

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## 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.

# Our team leads in AI and Govtech



- Engineering Team from MIT & NVIDIA
- Client-Facing teams have combined decades of experience supporting local government

## Trusted partner to 50+ Municipalities & Counties utilizing AI



## Compliant with AI Policies, including San Jose's, Boston's, & more

- ✓ Protects personal information
- ✓ Easy to fact-check against sources
- ✓ AI content clearly labelled
- ✓ Account dedicated to city use
- ✓ Feedback & audit trail allows for content management and bias screening

# Easiest Place to Start Your Journey with AI!

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We already set it up for you!

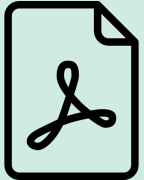
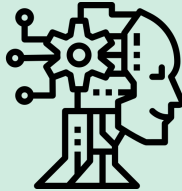
15 minutes to add to website.

Pilot before paying

# What else does Polimorphic offer?

## Premium AI

- 1. Smarter AI
- 2. PDF Documents
- 3. Multi-language Support
- 4. Analytics
- 5. Internal / Staff-only AI Search and Chat



Constituent Relationship Management (CRM)

Process Digitization & Improvement

polimorphic

# How it all comes together

The first constituent experience platform (CRM + AI) built for local government



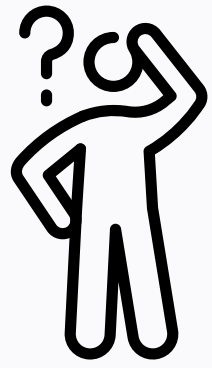
## Part 1: How do I...



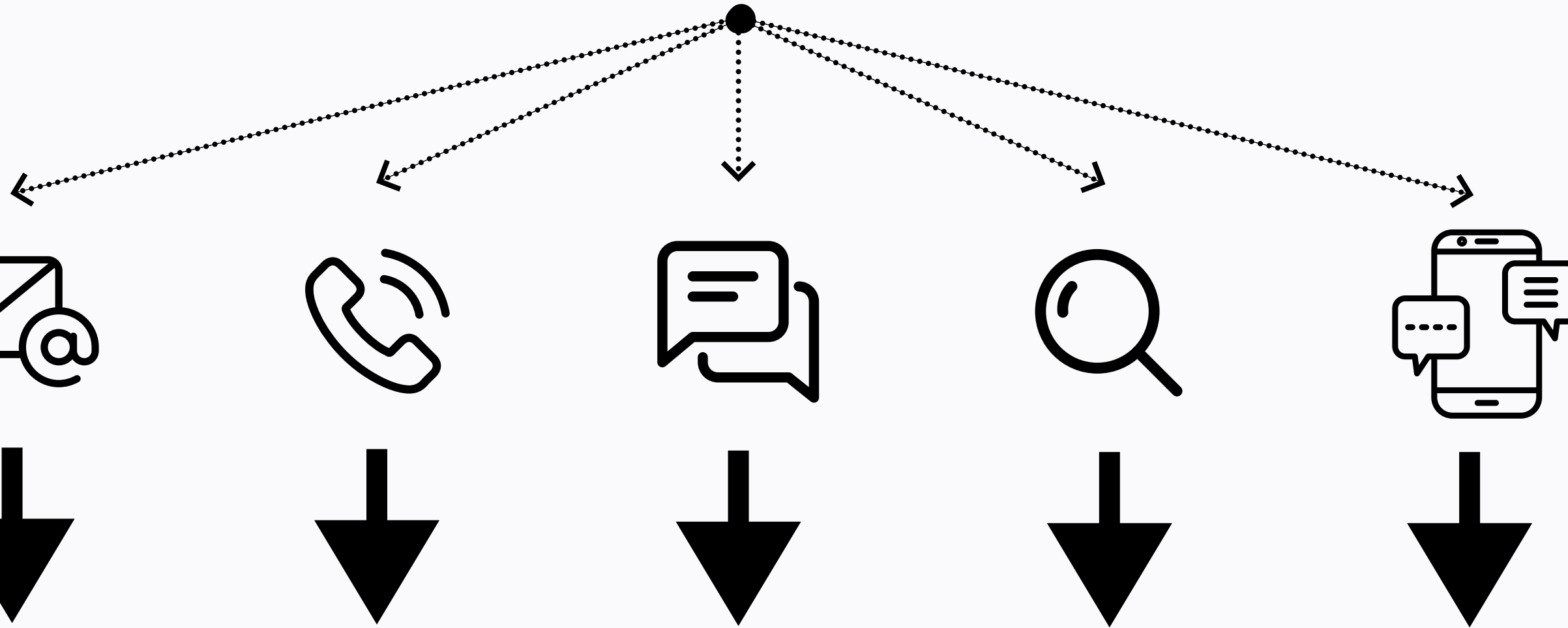
“ What service do I need? ”

“ Do I need a permit to build a deck on my house? ”

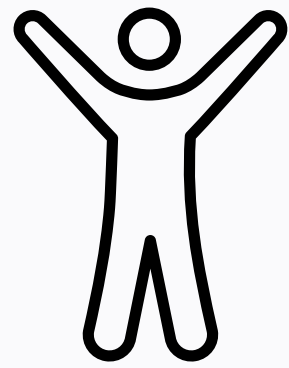
“ Where can I pay my property taxes? ”



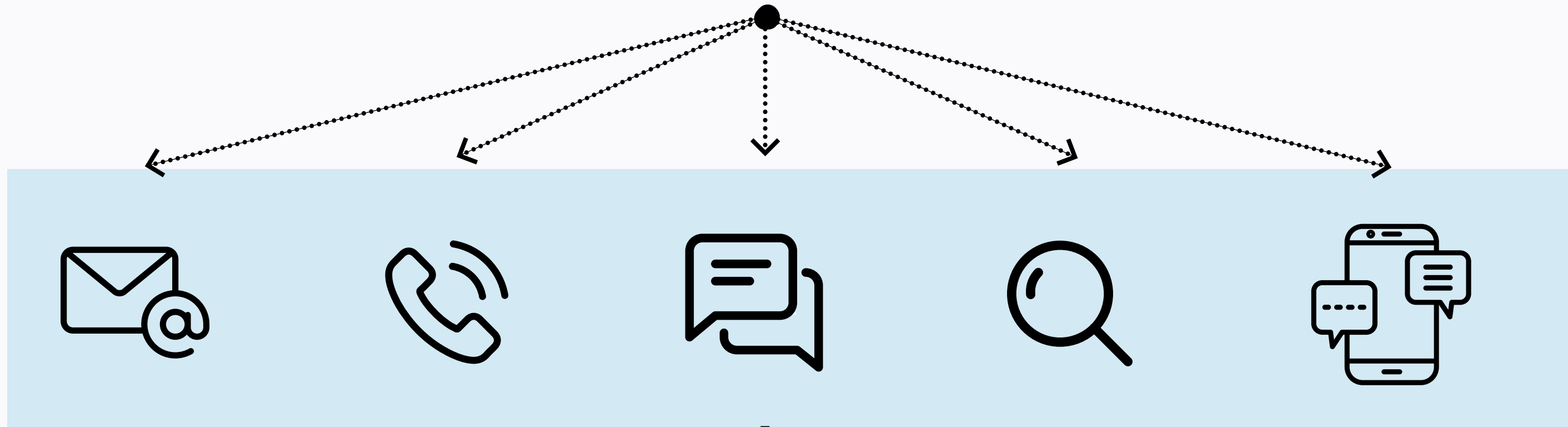
Constituents have an overwhelming number of questions



Staff is inundated with simple questions amidst other work they have to do

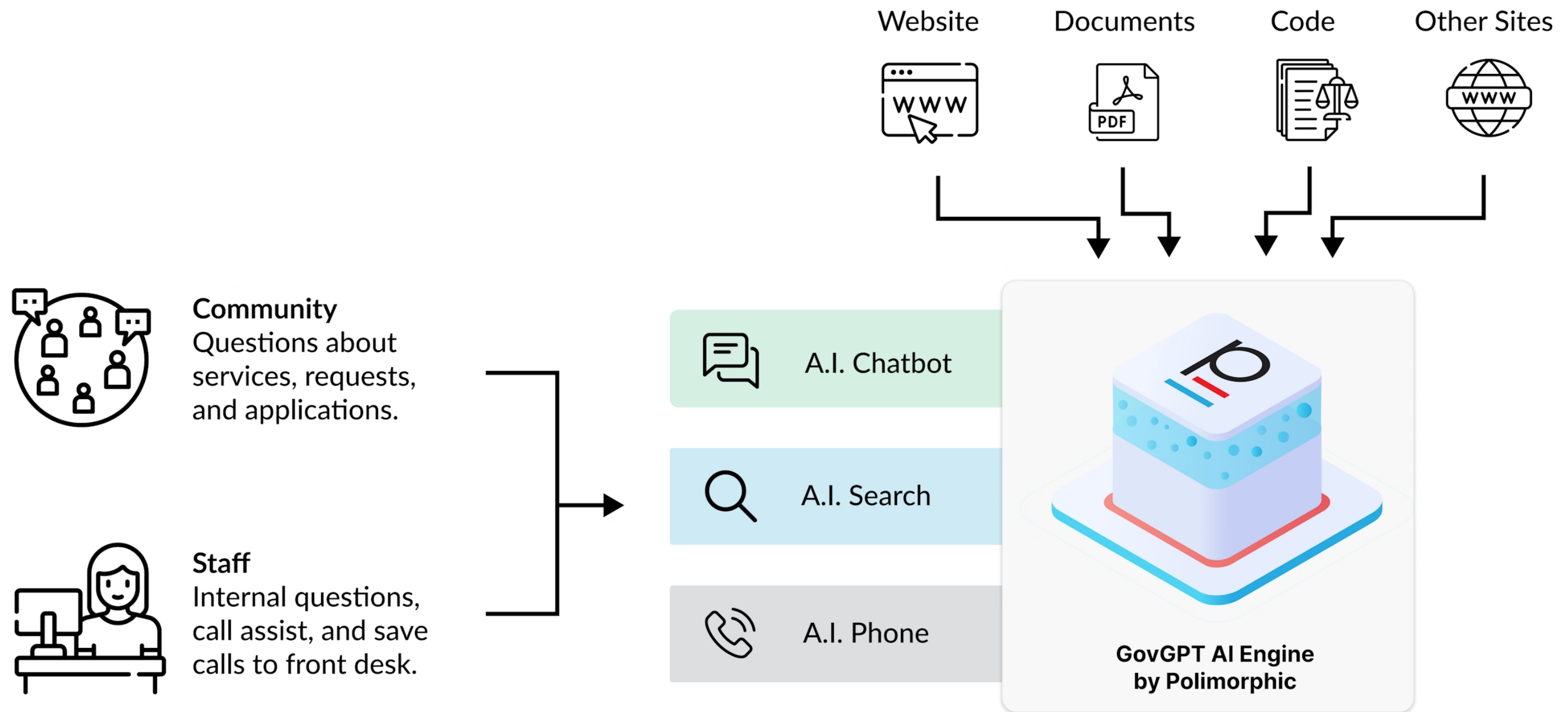


Polimorphic meets them where they are at! Get answers fast and 24/7



Staff reclaims massive amounts of time to focus on the work they want to do!

# It's More Than Just a Chatbot



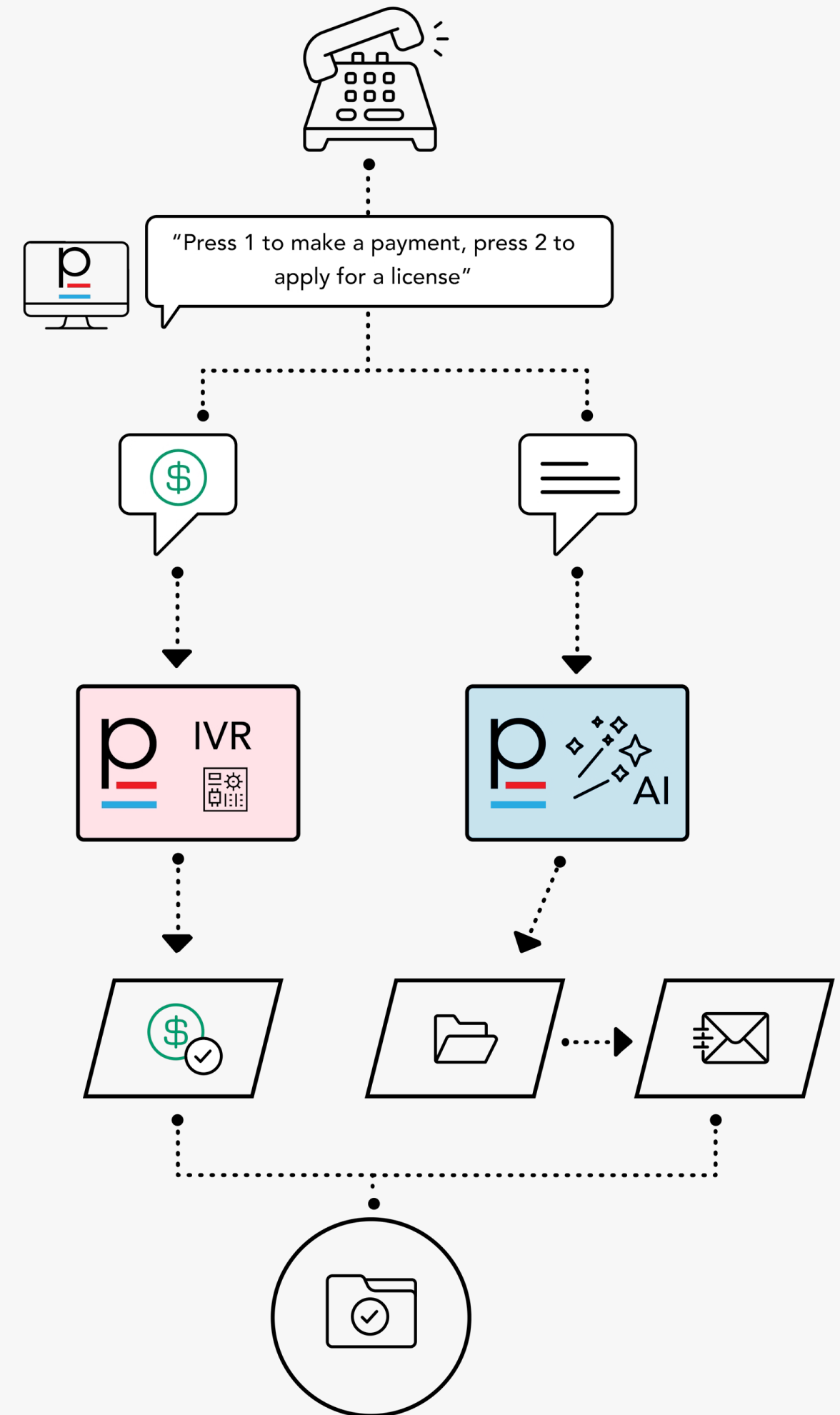
# A.I. Phone by Polimorphic Takes Search to the Next Level

Ultimate experience for constituents:

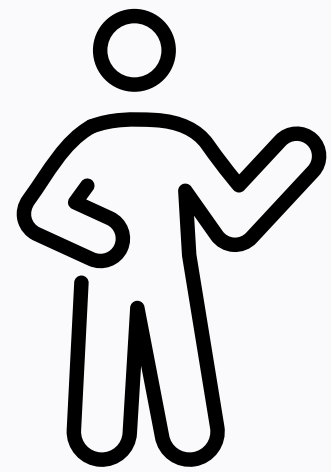
- Never left on hold
- Questions can be answered 24/7
- No more phone trees - AI will triage them appropriately

Massive ROI for staff

- Q&A makes up 50% of incoming calls - frees up staff
- Automatically logs tickets into the CRM, ensuring the ticket and analytics can be tracked
- Staff don't have to re-route calls to other departments, reducing both staff and constituent frustration



## Part 2: I want to...

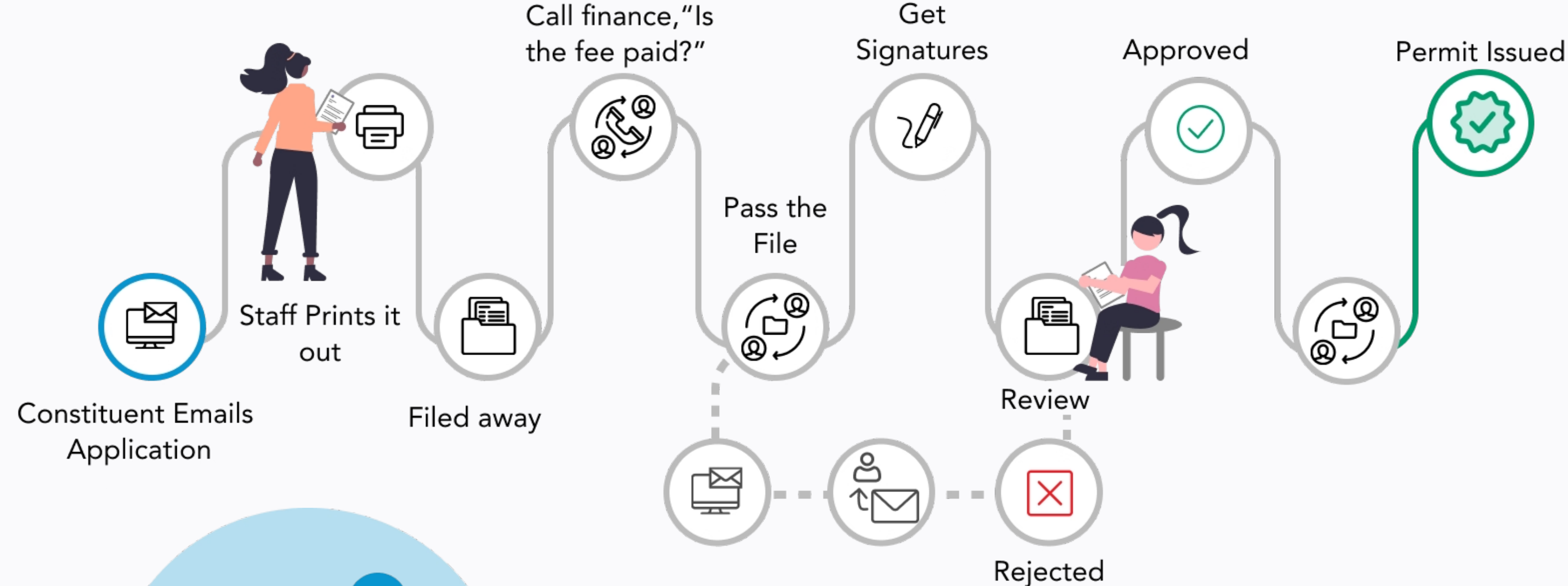


“ I want to apply for a permit! ”

“ I want to build a deck on my house! ”

“ I want to pay my property taxes! ”

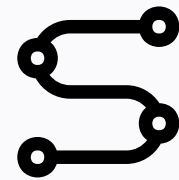
# Most Government Processes Today are Busy Work!



Constituent calls for status... waiting

# Polimorphic CRM

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Constituent comes by, calls, emails, fills a form, or makes an AI search for a request or a service

Automatically Assigned to the correct staff member[s]

Staff is walked through steps making sure nothing is missed

Constituent and Staff are all kept in the loop for when the project closes

Single source of truth reduces time checking in with other departments



Constituent Experience: They get emailed a copy of a sanitized tracker and can follow along at home



# It's More Than Just a CRM



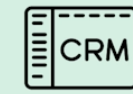
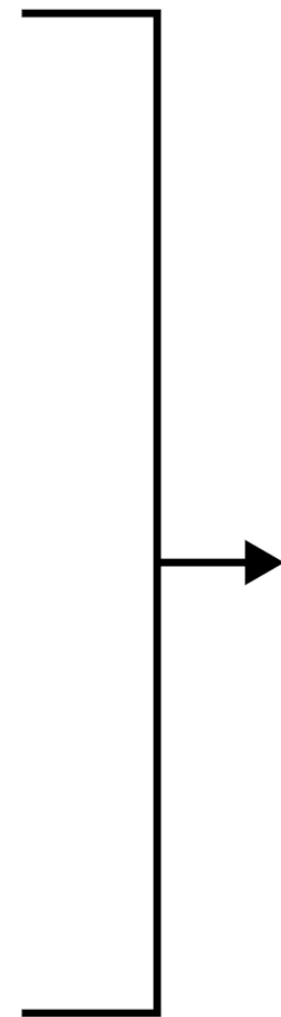
**Community**  
Online way to submit and track requests.



**Staff**  
Robust internal system to easily track, manage, and automate request resolution.



**Leadership and Electeds**  
Data and analytics to provide insight and transparency.



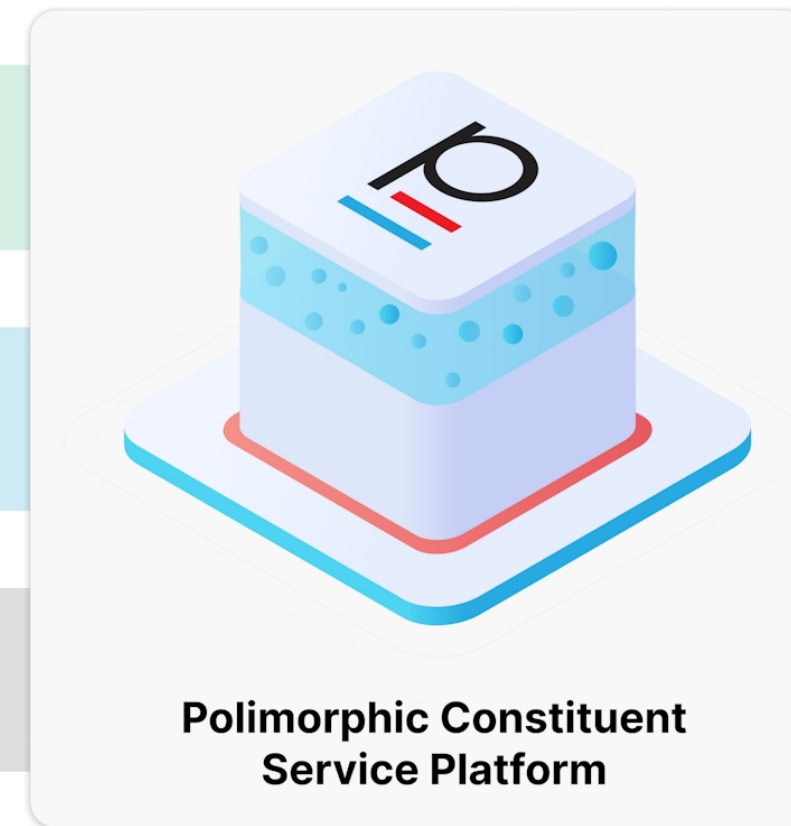
CRM



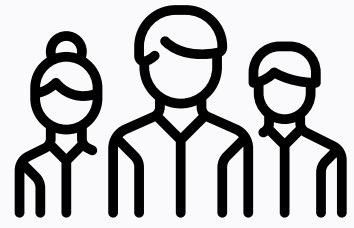
Workflow



Analytics



# The Future of Customer Service



1. **Artificial Intelligence** to help manage volume of customer requests
2. **Process Automation & Digitization** to streamline fulfillment of those requests
3. **CRM** to track and provide analytics.  
*"If you can't measure you can't manage"*

