Leveraging AI Agents in Municipal Government

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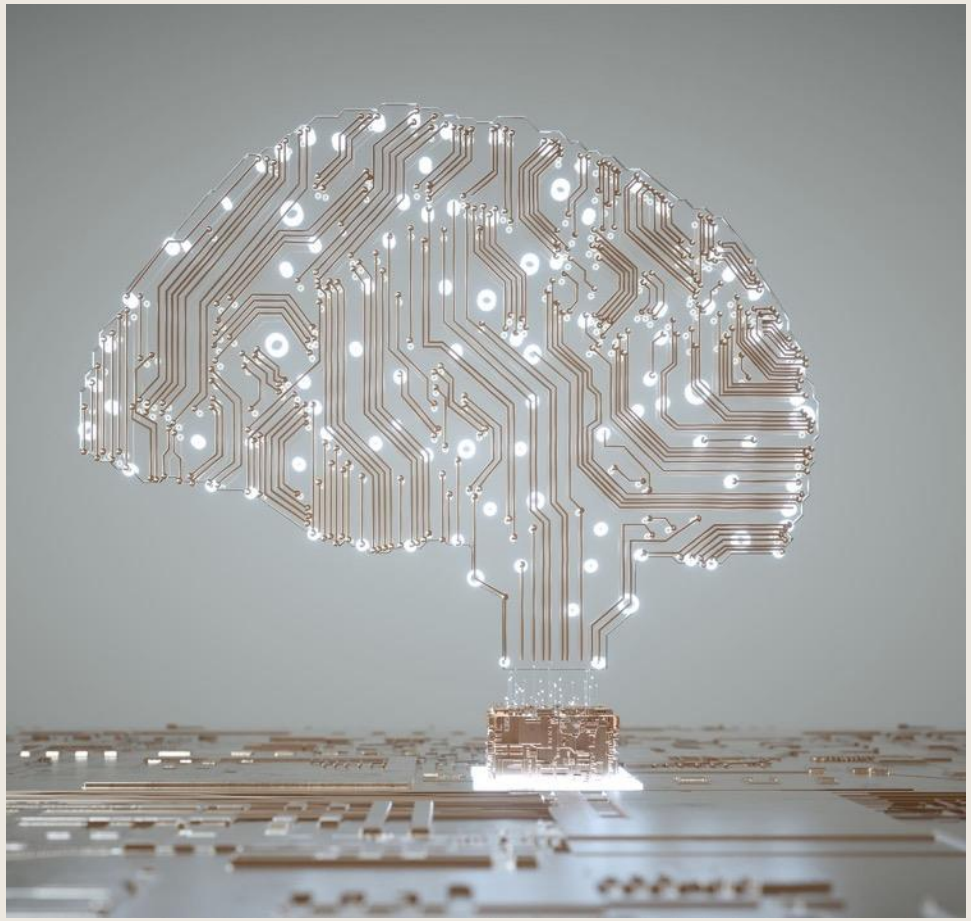
Introduction to Artificial Intelligence

- Artificial Intelligence (AI) simulates human intelligence in machines.
- AI can perform tasks like learning, reasoning, and problem-solving.
- Applications of AI include automation, data analysis, and natural language processing.



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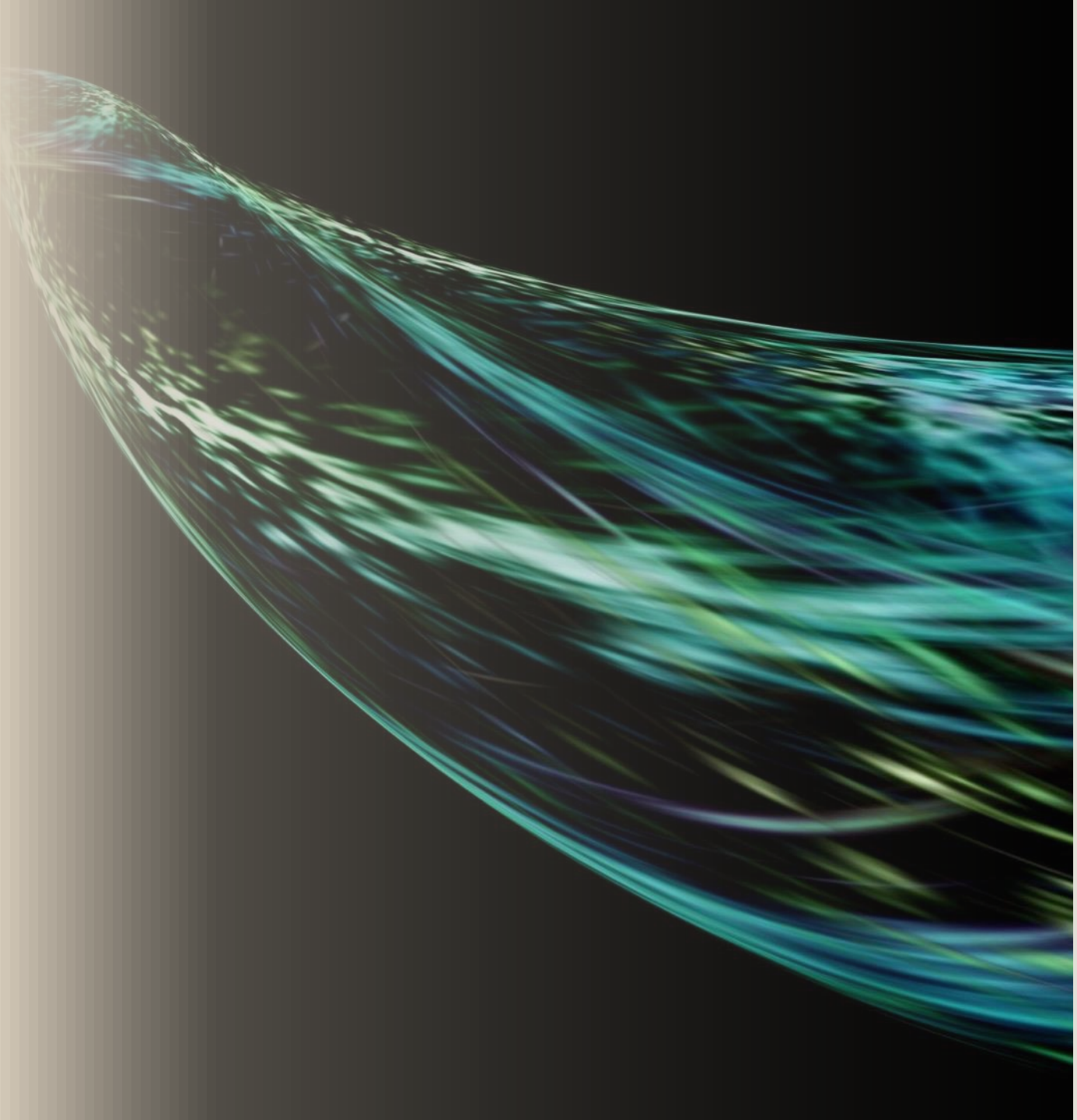

What is Generative AI?

- Generative AI creates content such as text, images, and music.
- It utilizes models like GANs and transformers for content generation.
- Generative AI can enhance creativity and automate design processes.

Understanding GPT

Generative

- Ability to create or produce new content, ideas or solutions.
- It does this by understanding patterns and using them to produce something new.

Pre-trained

- A system or tool that has already gone through a learning process before you start using it.
- A "pre-trained" model, like ChatGPT, has been trained on a large amount of data like text from books, articles, and websites.

Transformer

- The transformer is the underlying technology that allows GPT to read, understand, and generate text in a way that feels natural.
- It transforms what you type in into something meaningful and coherent.

AI Agents

- **Definition of AI Agents**
  - Software programs using artificial intelligence
  - Perform tasks autonomously
- **Capabilities of AI Agents**
  - Process large amounts of data
  - Learn from interactions
  - Make decisions or provide information
- **Watch Out / Challenges**
  - Technical and/or skill limitations
  - Data Privacy and Security
  - Bias / Discrimination

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Employees want AI at work—

and they won't wait for their agency to catch up.

Source: AI at Work Is Here. Now Comes the Hard Part (microsoft.com)

Importance of AI Agents

- **Efficiency**
  - AI Agents handle repetitive tasks quickly and accurately
  - Frees up human resources for more complex tasks
- **24/7 Availability**
  - Provides services and information around the clock
  - Ensures help is available anytime for citizens and visitors
- **Personalization**
  - Tailors responses based on individual needs and preferences
  - Enhances user experience
- **Data Analysis**
  - Analyzes data to identify trends and insights
  - Helps agencies make informed decisions

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- **Customer Service**
  - Handle common inquiries and issues
  - Reduce wait times and improve service quality
- **Emergency Response**
  - Assist in disseminating critical information during emergencies
  - Useful in natural disasters and public health crises
- **Feedback Collection**
  - Gather feedback from citizens and visitors
  - Help understand public sentiment and areas for improvement
- **Tourism Assistance**
  - Offer recommendations for local attractions, dining, and accommodations
- **Automated Information Dissemination**
  - Weather alerts
  - Road closures

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Sample Municipal Government Use Cases

Example Use Case

- **24/7 Availability**
  - Ensures access to information at any time
- **Local Services Information**
  - Answers questions about municipal services
- **Public Transportation Updates**
  - Provides real-time schedule updates
- **Tourist Guidance**
  - Guides visitors to popular spots

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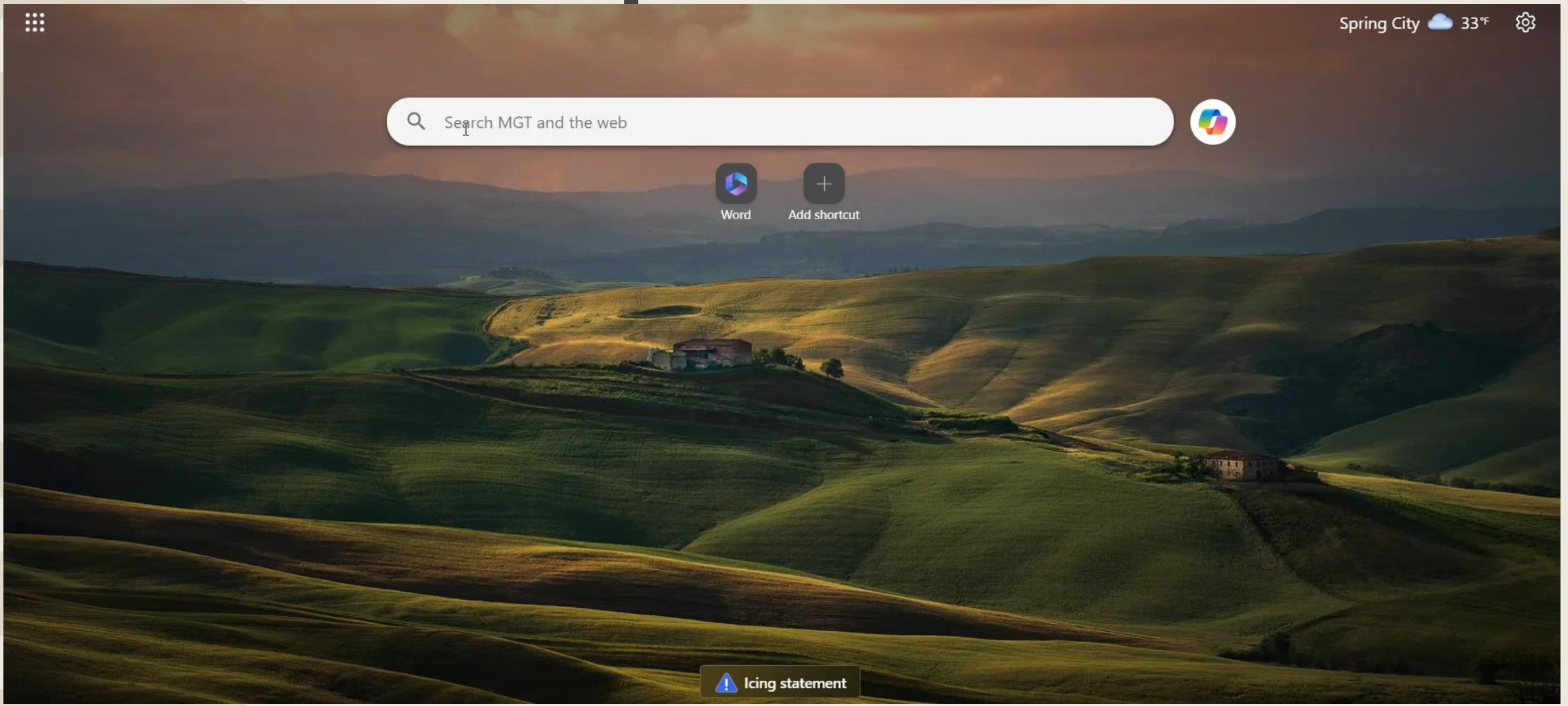
ChatGPT Copilot Demo



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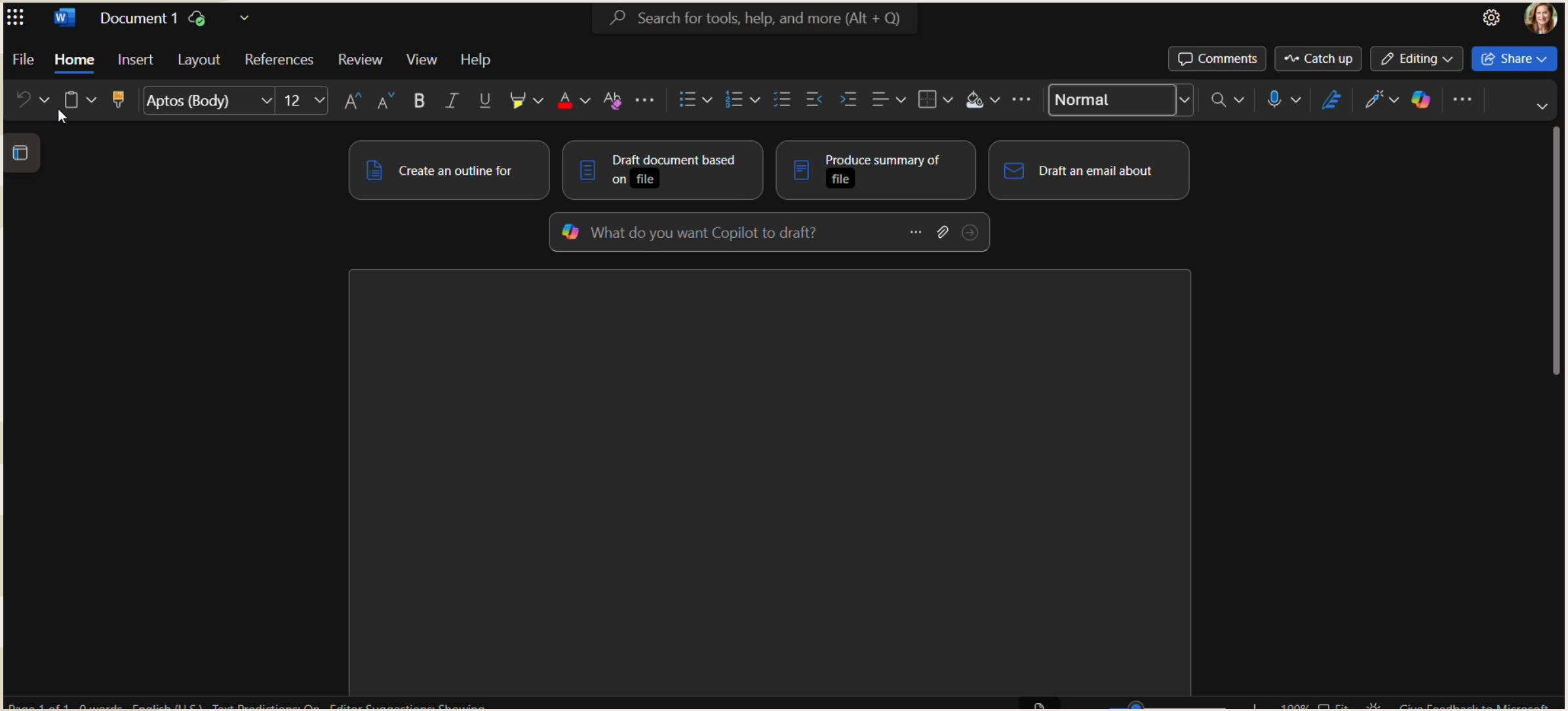
Copilot with Word Demo



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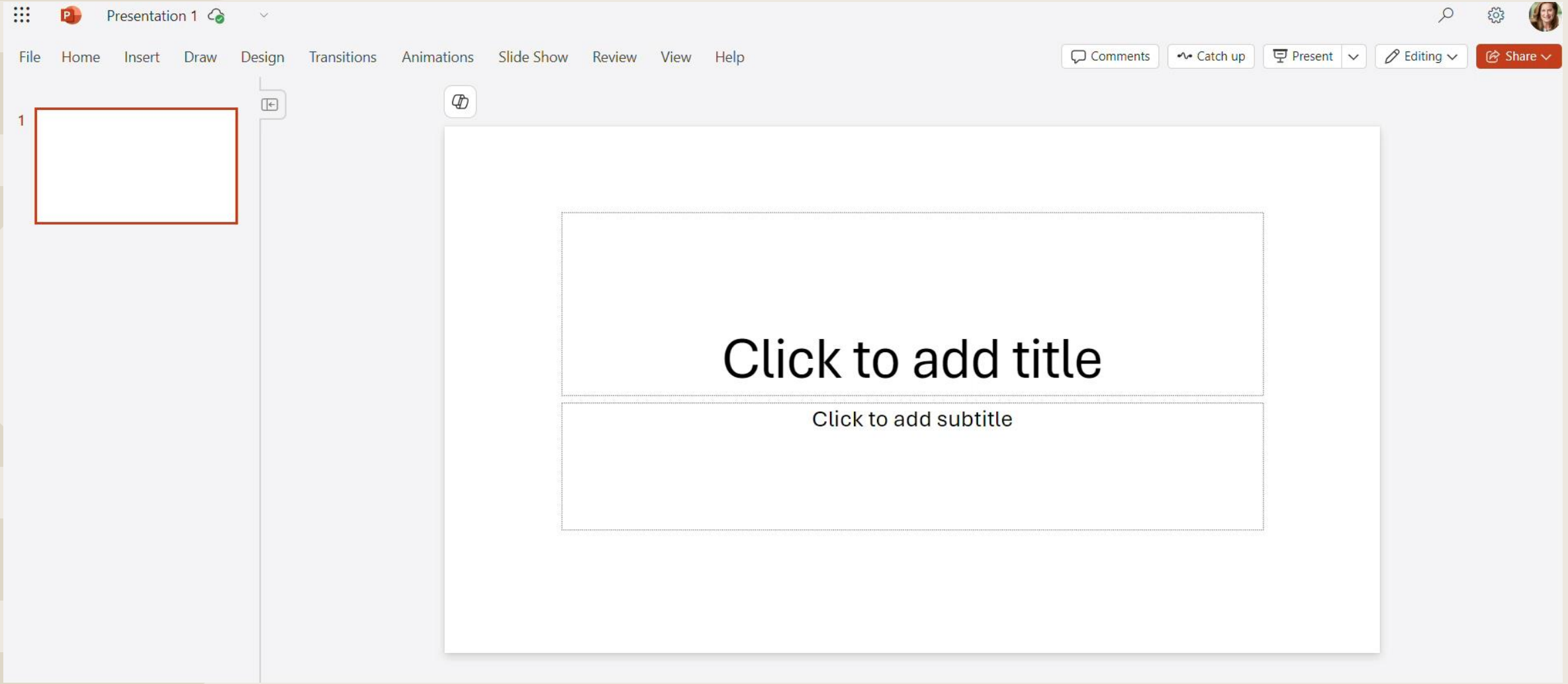
Copilot with PowerPoint Demo



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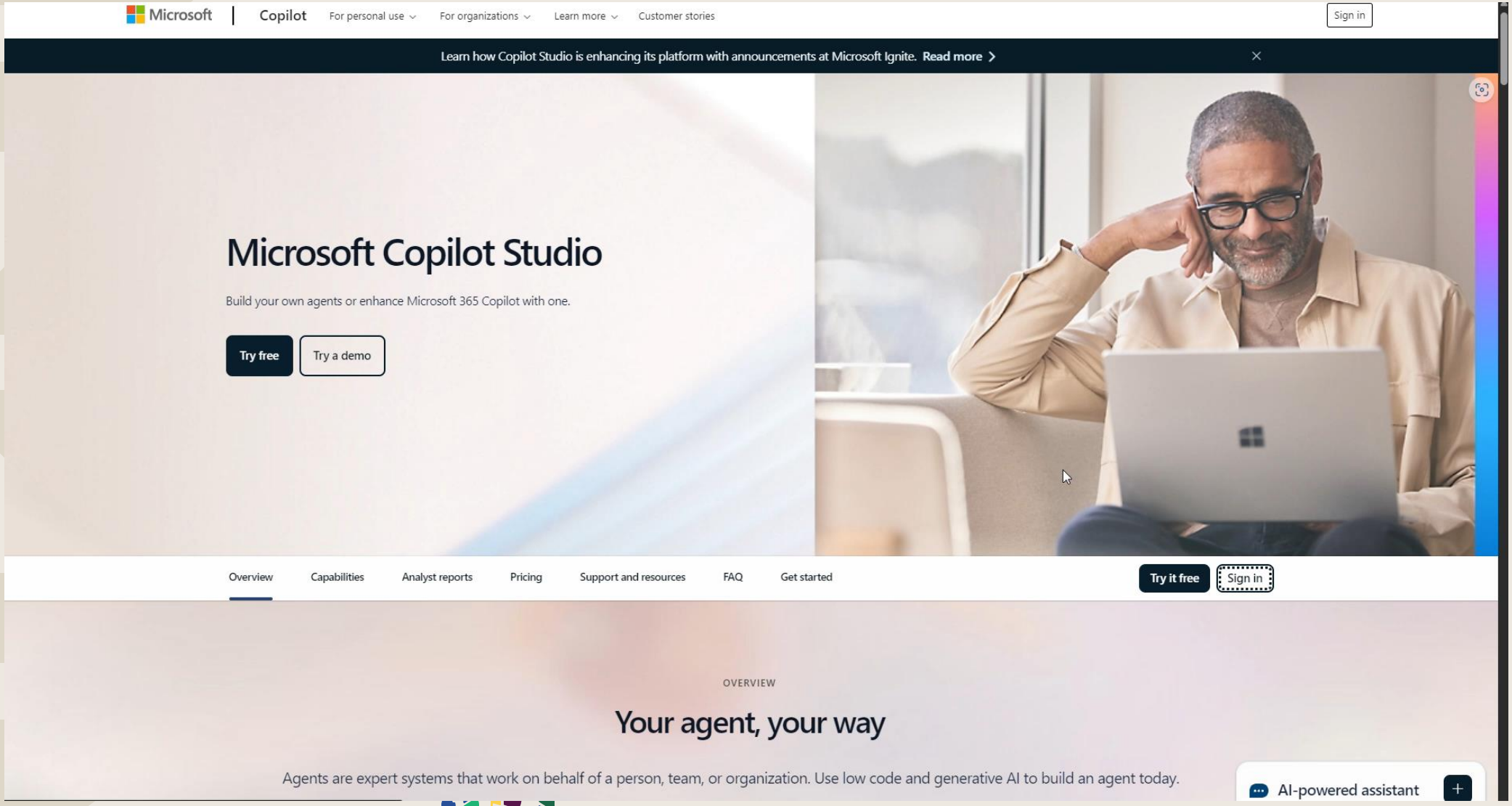
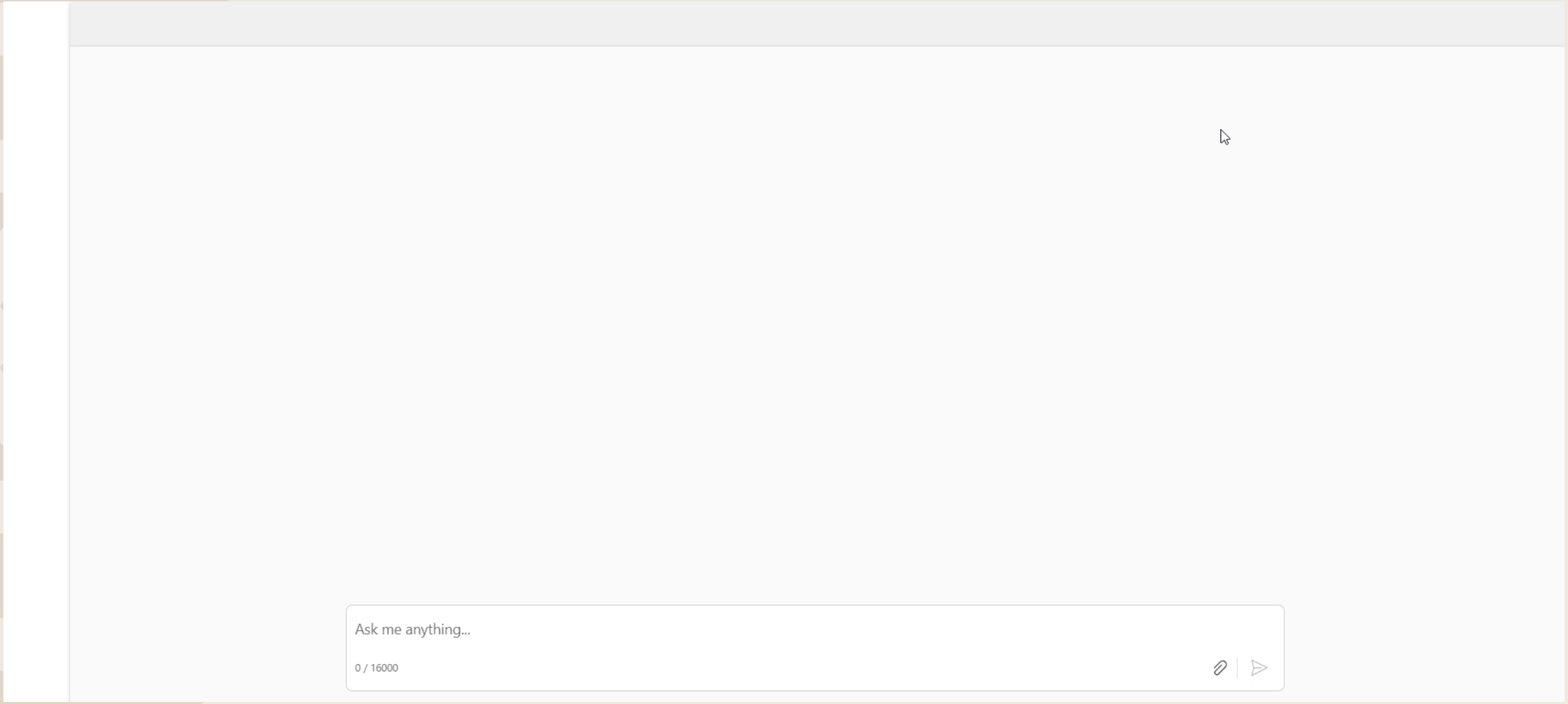
Copilot Studio AI Agent Demo



Copilot Visual Creator Demo



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Serena Sacks-Mandel

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