

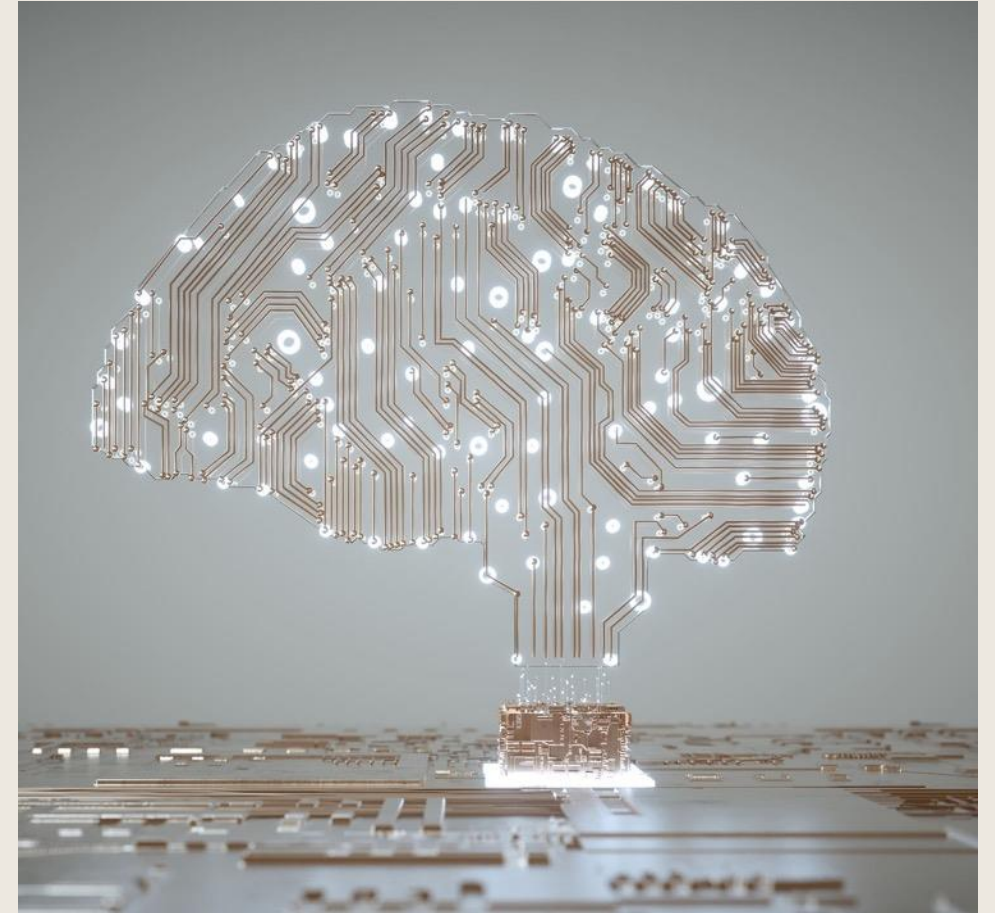


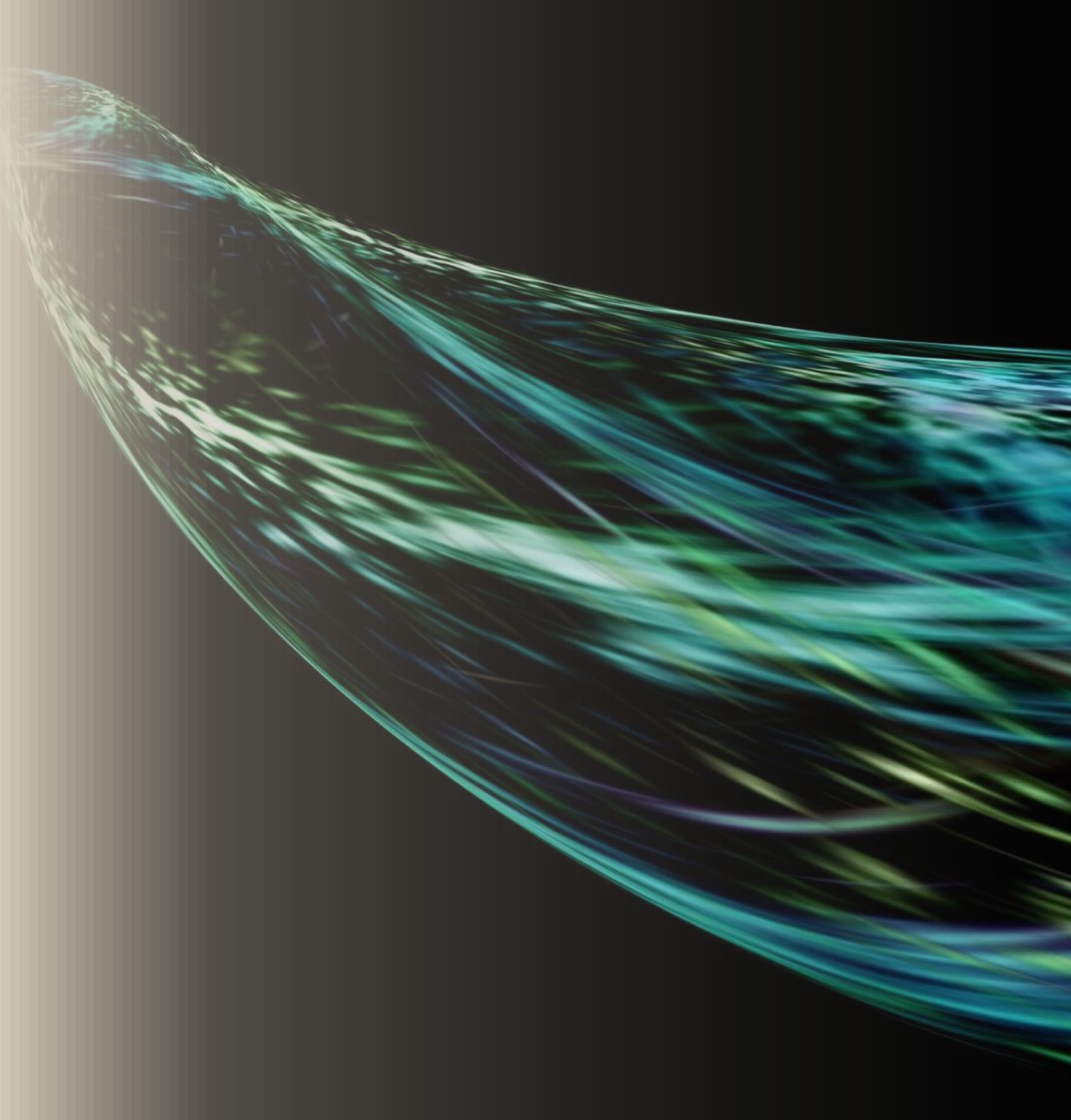
Leveraging AI Agents in Municipal Government



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.





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



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



- 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.



- 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

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 \(microsoft.com\)](https://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

- **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



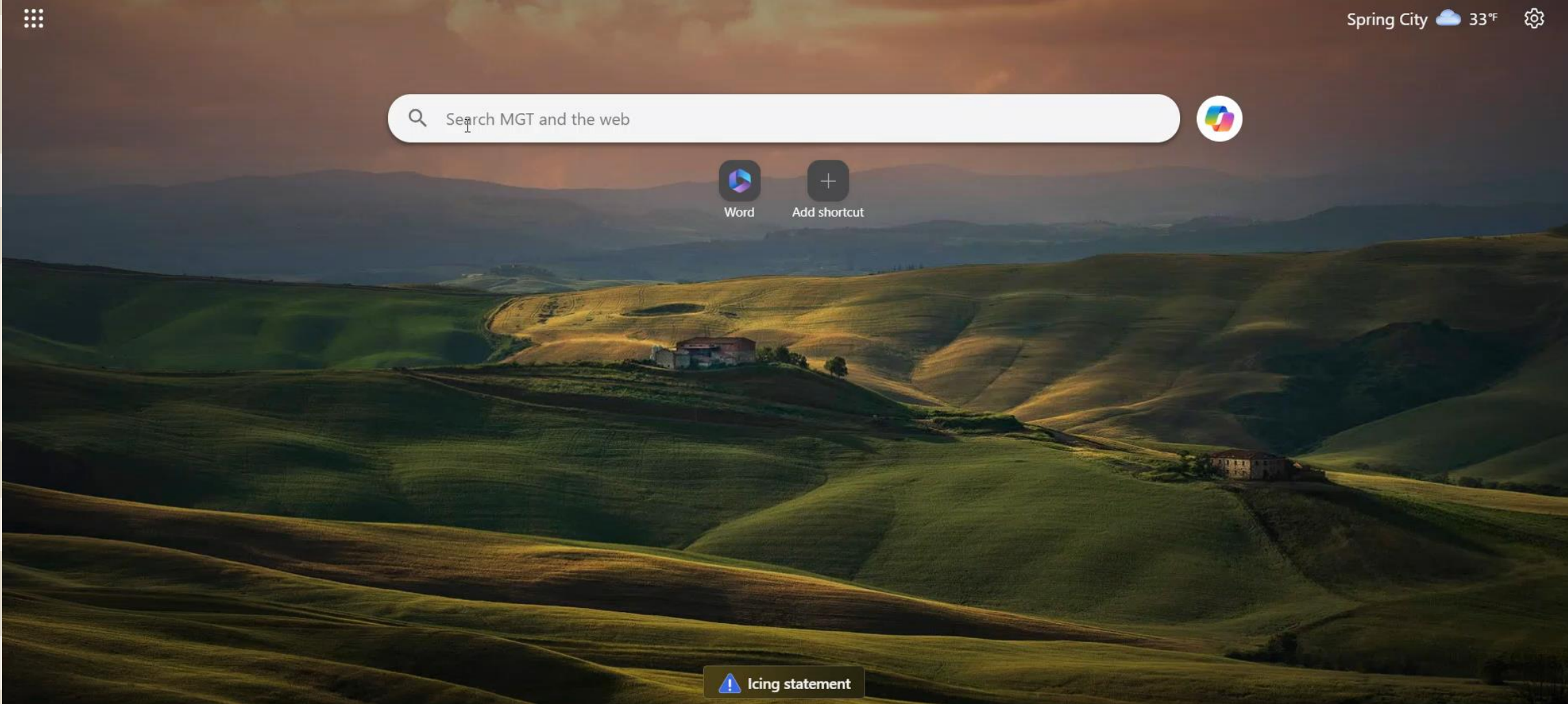
Sample Municipal Government Use Cases

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



ChatGPT Copilot Demo



Copilot with Word Demo

The screenshot displays the Microsoft Word application interface. At the top, the title bar shows 'Document 1' and a search bar with the text 'Search for tools, help, and more (Alt + Q)'. The ribbon is set to the 'Home' tab, with options for File, Home, Insert, Layout, References, Review, View, and Help. The ribbon includes font settings (Aptos (Body), size 12), bold (B), italic (I), underline (U), and paragraph alignment options. On the right side of the ribbon, there are buttons for 'Comments', 'Catch up', 'Editing', and 'Share'. Below the ribbon, four Copilot suggestions are visible: 'Create an outline for', 'Draft document based on file', 'Produce summary of file', and 'Draft an email about'. A text input field below these suggestions asks 'What do you want Copilot to draft?'. The main document area is currently blank.

Copilot with PowerPoint Demo

The screenshot displays the Microsoft PowerPoint application interface. At the top, the title bar shows 'Presentation 1' with a refresh icon. The ribbon menu includes 'File', 'Home', 'Insert', 'Draw', 'Design', 'Transitions', 'Animations', 'Slide Show', 'Review', 'View', and 'Help'. On the right side of the ribbon, there are buttons for 'Comments', 'Catch up', 'Present', 'Editing', and 'Share'. The main workspace shows a single slide with a red border. The slide content consists of a large rectangular placeholder for a title with the text 'Click to add title' and a smaller rectangular placeholder for a subtitle with the text 'Click to add subtitle'. A small icon of a person is visible in the top right corner of the application window.

Copilot Studio AI Agent Demo



Copilot

For personal use

For organizations

Learn more

Customer stories

Sign in

Learn how Copilot Studio is enhancing its platform with announcements at Microsoft Ignite. [Read more](#)

Microsoft Copilot Studio

Build your own agents or enhance Microsoft 365 Copilot with one.

Try free

Try a demo



Overview

Capabilities

Analyst reports

Pricing

Support and resources

FAQ

Get started

Try it free

Sign in

OVERVIEW

Your agent, your way

Agents are expert systems that work on behalf of a person, team, or organization. Use low code and generative AI to build an agent today.

AI-powered assistant



CONNECT 

Copilot Visual Creator Demo



Ask me anything...

0 / 16000





Serena Sacks-Mandel

International Award-Winning C-Level
Technology Leader | Strategic Vision...



CONNECT 