

State of Michigan - Vital Records

Implement a virtual agent to help citizens get their questions answered very quickly and efficiently, freeing up humans for more complex problems.

The challenge

Many people who visited the Vital Records website or called their call center had questions about how to order, how to make a change, etc. This caused bottlenecks and affected customer satisfaction.

The solution

This solution utilized DialogFlow CCAI to build the virtual agent. Intents were built based on the frequently asked questions that were asked of the vital records team. We used the Dialogflow Phone Gateway to set up the voice agent that is connected to the existing Vital Records phone number.

The results

Solution was delivered on time and under budget. Virtual agent was able to go live before the holiday season which assisted MDHHS in a busy season.

Using Google Cloud's Dialogflow, BlueVector.AI built a Virtual Agent providing real-time information while improving customer service.

About Michigan Department of Vital Records

The Division for Vital Records and Health Statistics registers, preserves, and issues certified copies of vital records. Vital statistics are compiled from these event registries, and from Michigan's Central Cancer Registry and Birth Defects Registry, to support public health, policy, and biomedical research.

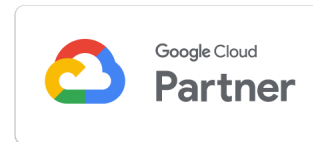
Industry: Government

Primary project location: United States



About BlueVector AI, LLC

BlueVector.AI, a professional services firm delivering AI-powered government and healthcare solutions for the betterment of humanity.



Products

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