



Better Contact Support for EVERYONE 







 **WCAG 2.1 AA**

 **+100 Languages**

Proposal: West Des Moines, Iowa



Botcopy

-  **Conversation Design Experience:** 10 years
-  **Enterprise SaaS:** Botcopy Messenger, 5 years
-  **Track Record:** Enterprise and Government
-  **Scrappy service:** Always available to help
-  **Bold attitude:** Don't follow the crowd
-  **2023 Google Cloud Customer Award Winner:**
Diversity, Equity, and Inclusion Award





For Enterprise

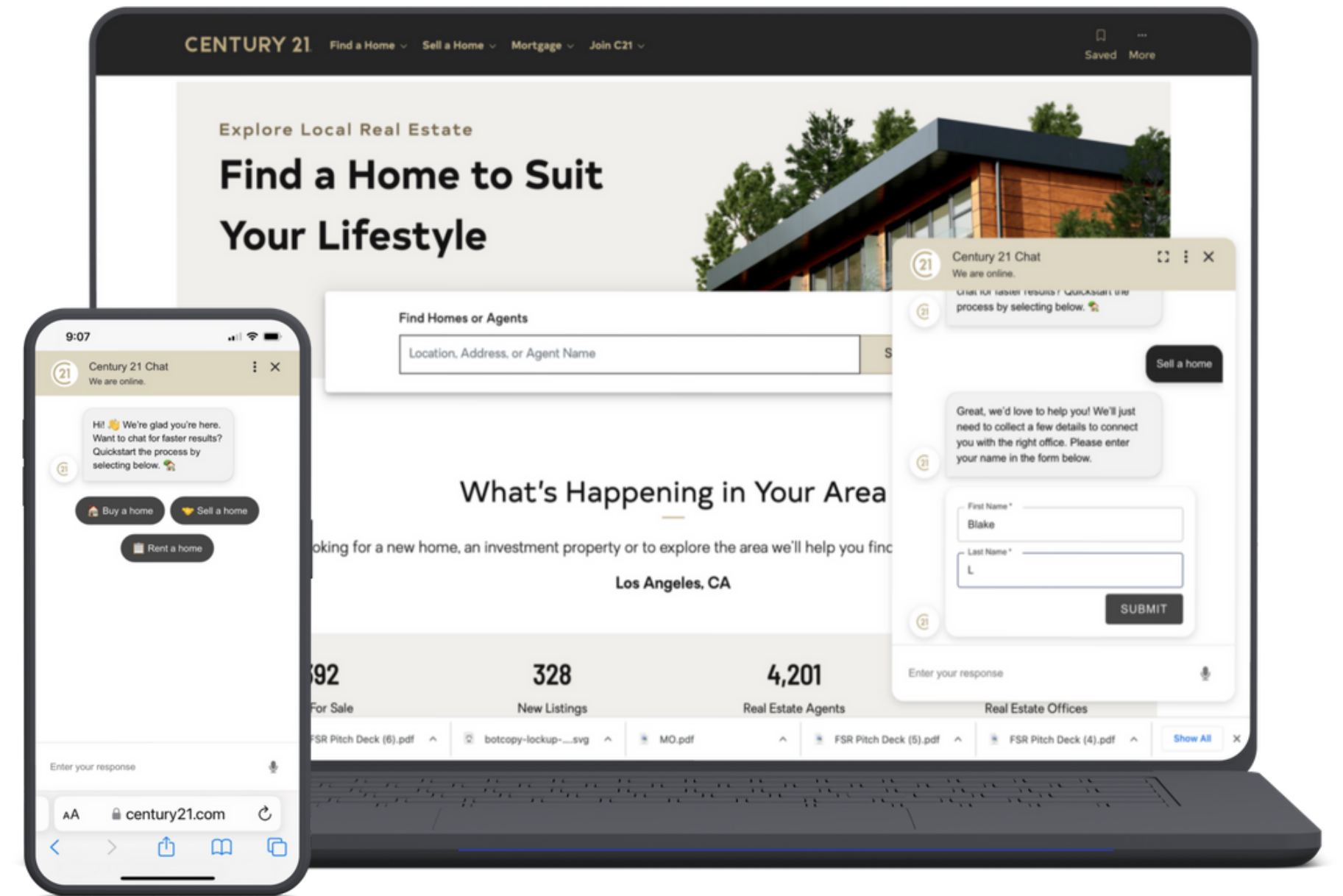


"We love working with Botcopy!"

Rae Medeiros

Senior Manager, Team Captain & Product Craft Lead,
Product Management at Riot Games

[Interview and case study](#)





For Government



"Thank you Botcopy!"

Jose Montez

Information Technology Specialist II
California Student Aid Commission



Minnesota DMV sets a new standard for inclusion.



onlineservices.dps.mn.gov



Chatbot speaks Spanish, Somali, and Hmong

- ✓ Multilingual
- ✓ License Status
- ✓ Plate Status
- ✓ Vehicle Removed
- ✓ WCAG 2.1 AA
- ✓ Title Status
- ✓ Vehicle Sold
- ✓ Update Insurance



2023 Google Cloud Customer Award Winner:
Diversity, Equity, and Inclusion Award





DVS
Driver &
Vehicle Services

Botcopy & Google Public Sector steer Minnesota's DMV toward inclusivity and efficiency.



01

Problem

Minnesota Department of Public Safety was grappling with an overwhelming call volume and backlog on the Driver and Vehicle Services website. Additionally, the language barrier with the state's sizable immigrant population amplified the challenge.

02

Solution

The Department partnered with Google Public Sector and Botcopy to devise an innovative solution: a digital assistant powered by Dialogflow CX for backend logic and Botcopy for the sleek front-end web chat interface.

03

Result

With the fusion of cutting-edge technologies from CCAI and Botcopy, and Botcopy's proven expertise in deploying Dialogflow, the DVS website of Minnesota now offers a secure, seamless, and multilingual service experience to its citizens. Call volumes are managed, backlogs reduced, and accessibility has been vastly improved.



AI messaging platform for Government

✓ **Authentication**

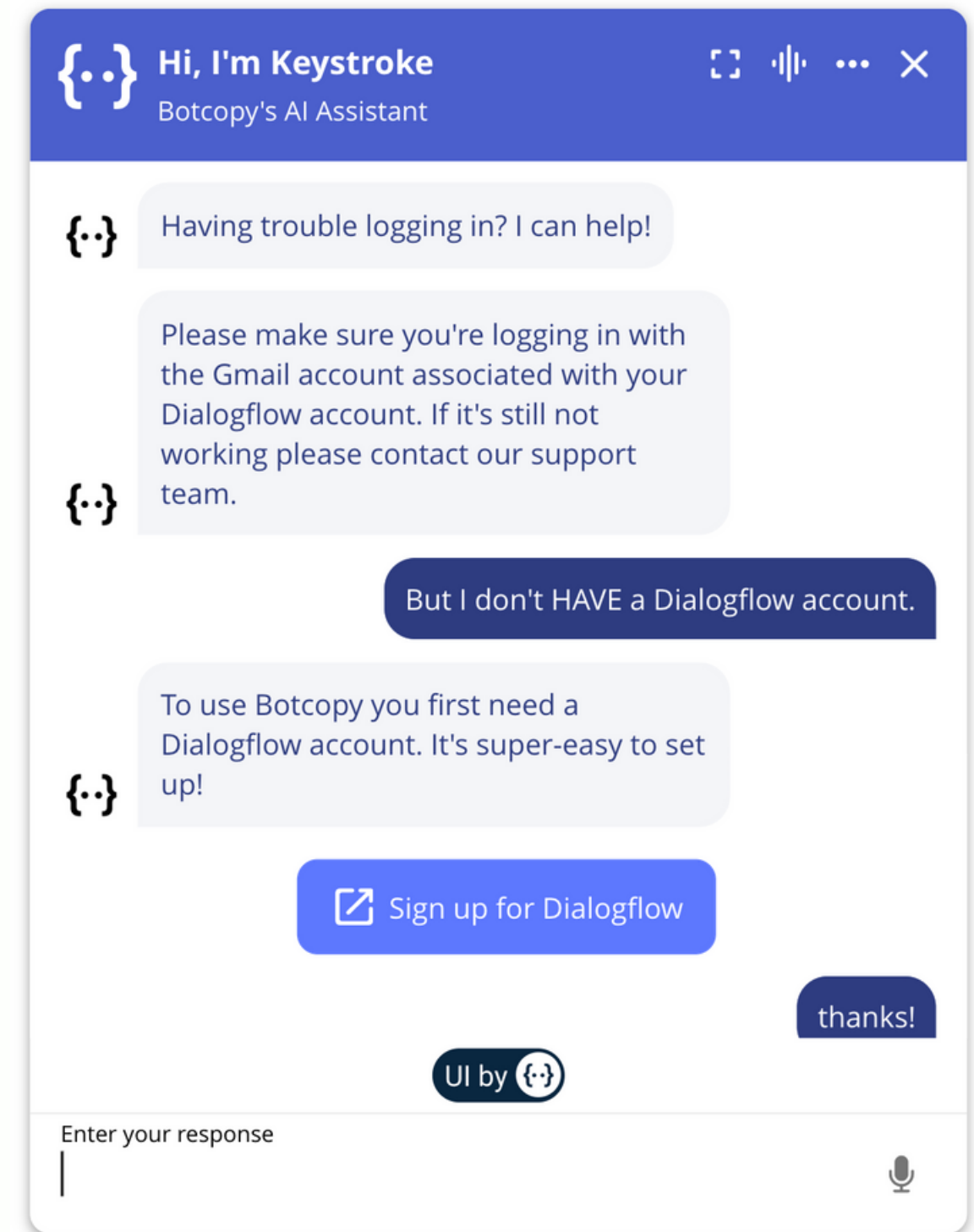
✓ **Multilingual**

✓ **Accessible/Compliant**

✓ **Context-aware**

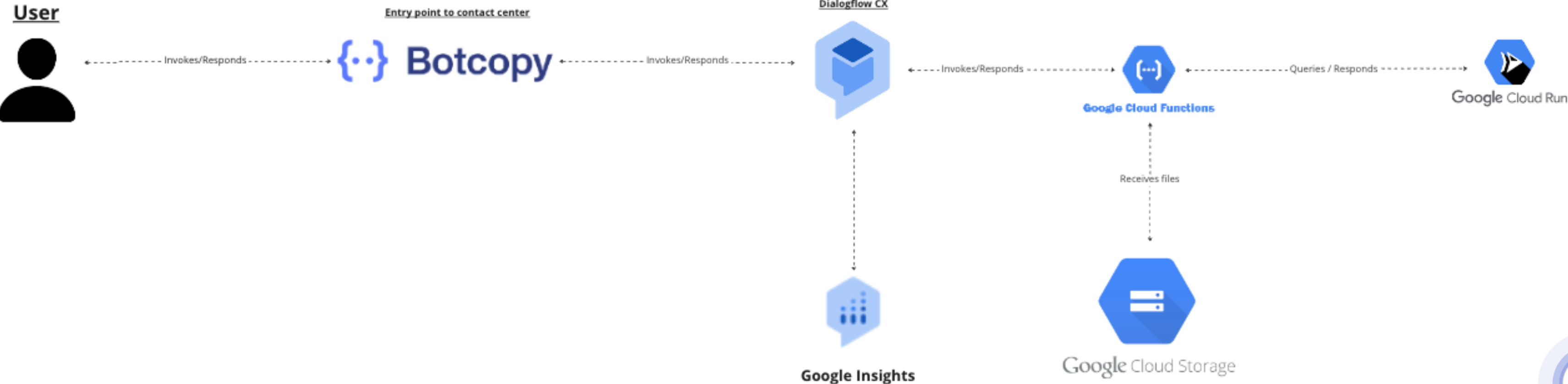
✓ **Cloud NLU**

✓ **Generative AI**



Botcopy's role in GCP

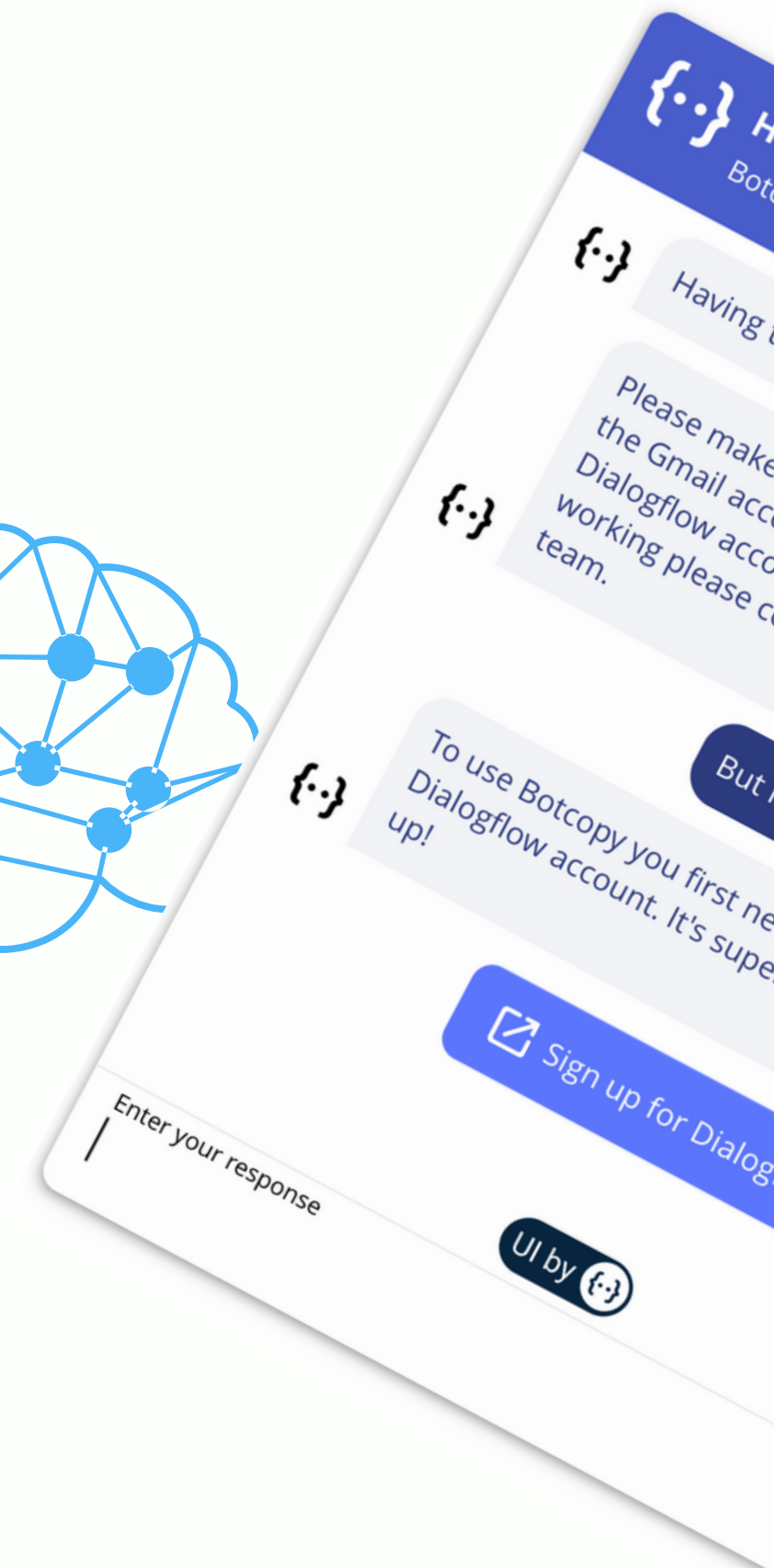
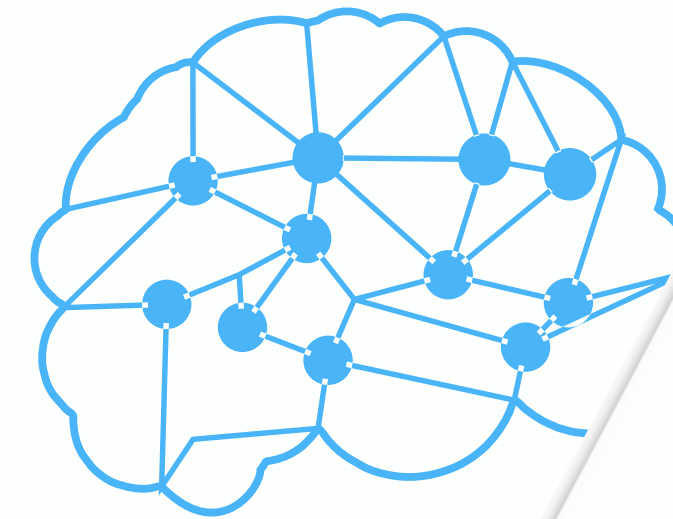
Botcopy is a key piece for data to flow to CCAI. Without the entry point of communication, no data would take place. Remove Botcopy from this project and none of the current GCP usages exists.

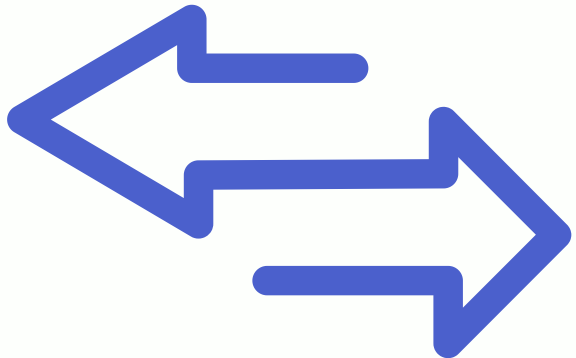
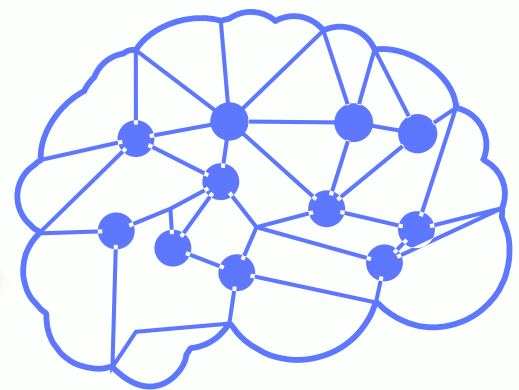
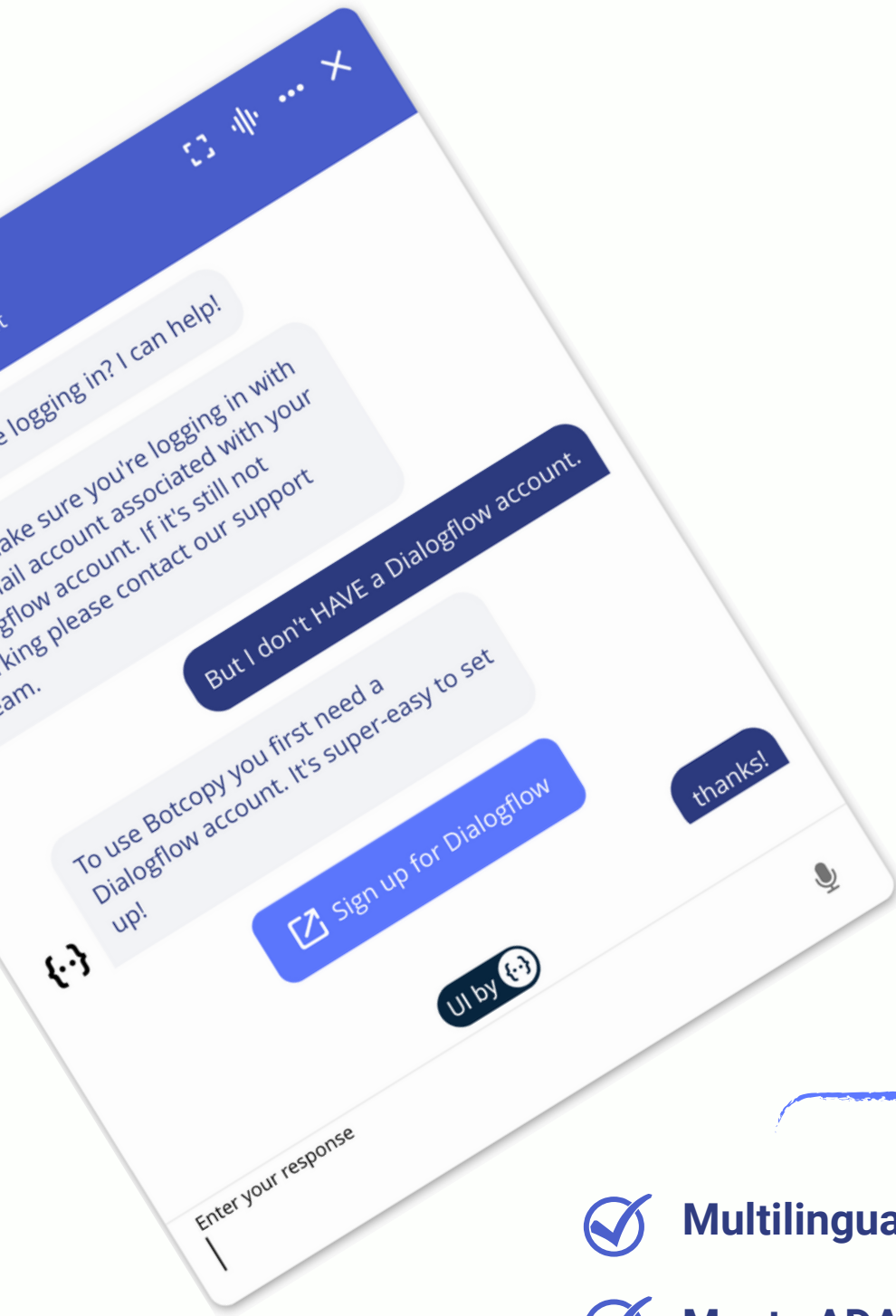


Botcopy

AI Messenger for Large Organizations

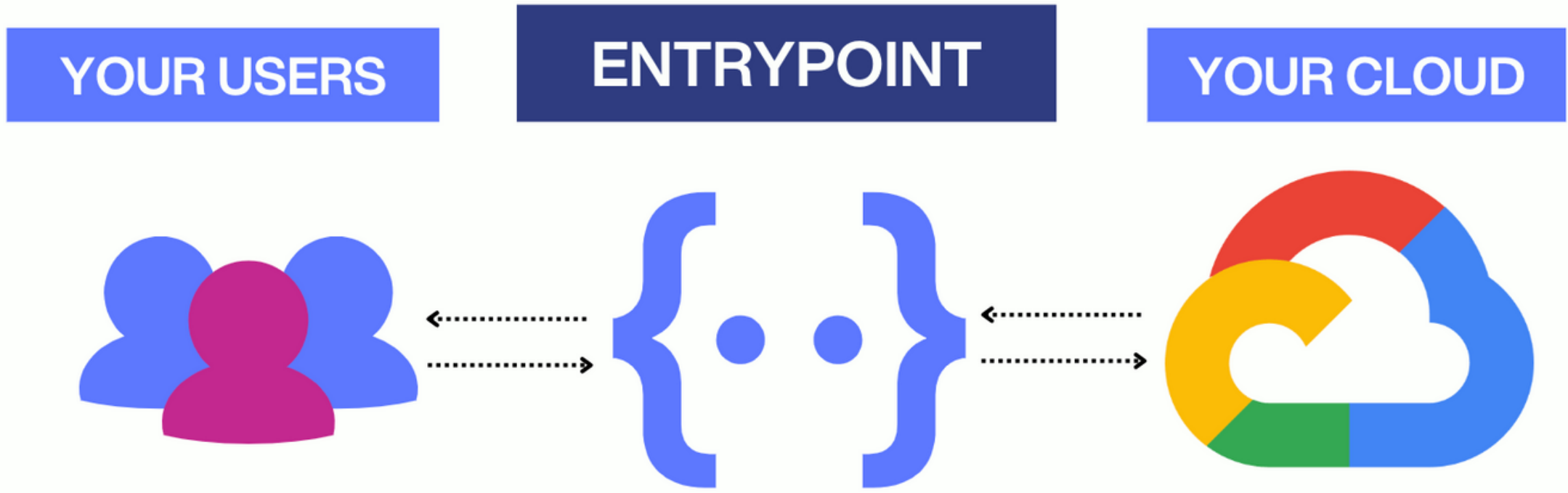
- ✓ **Authentication**
- ✓ **Multilingual**
- ✓ **Accessible/Compliant**
- ✓ **Context-aware**
- ✓ **Cloud NLU**
- ✓ **Generative AI**

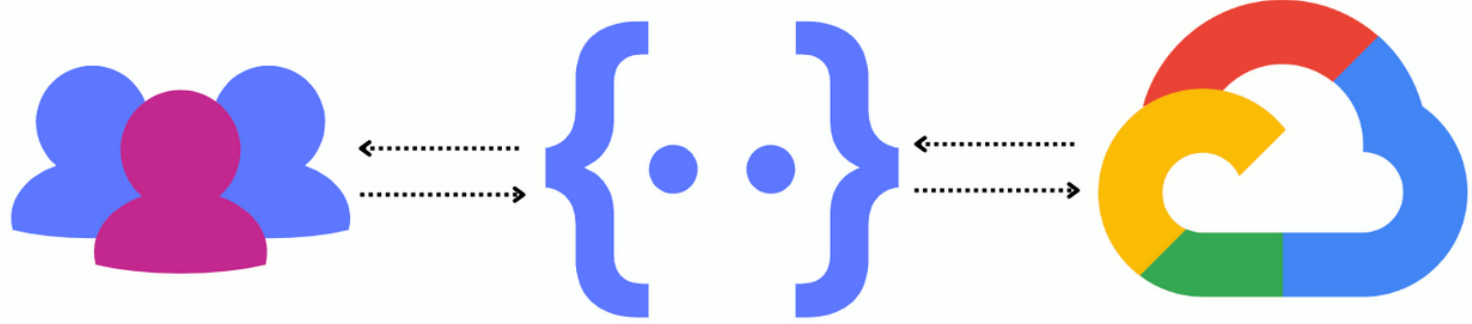




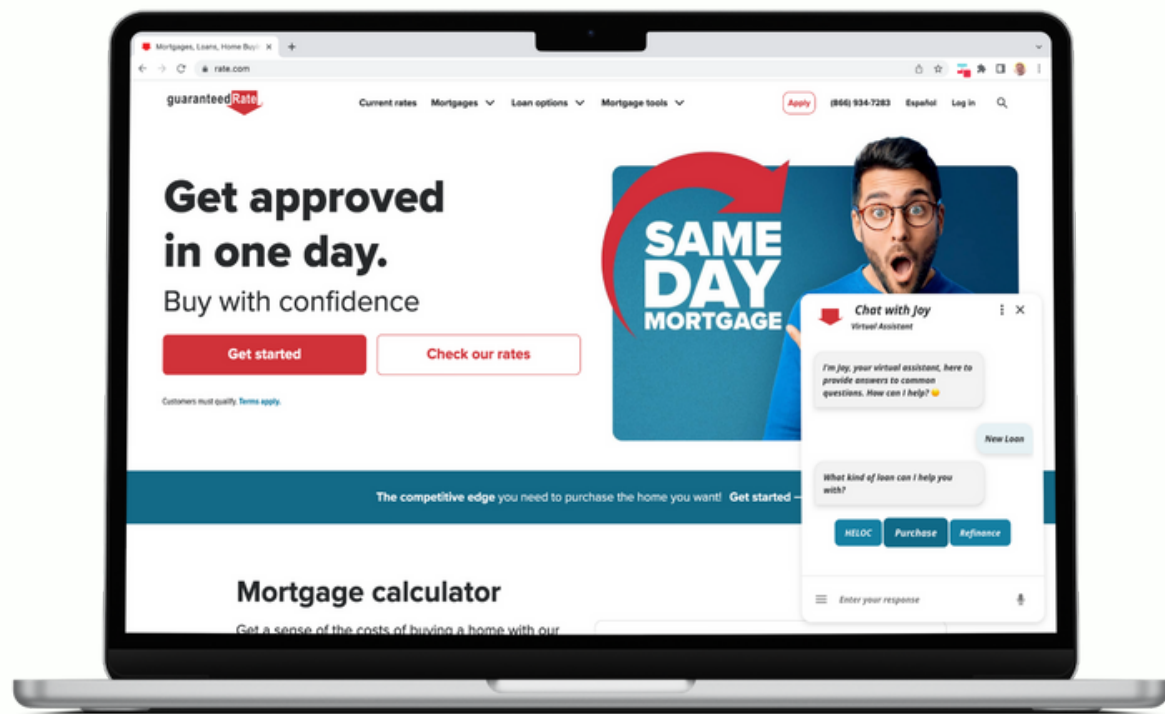
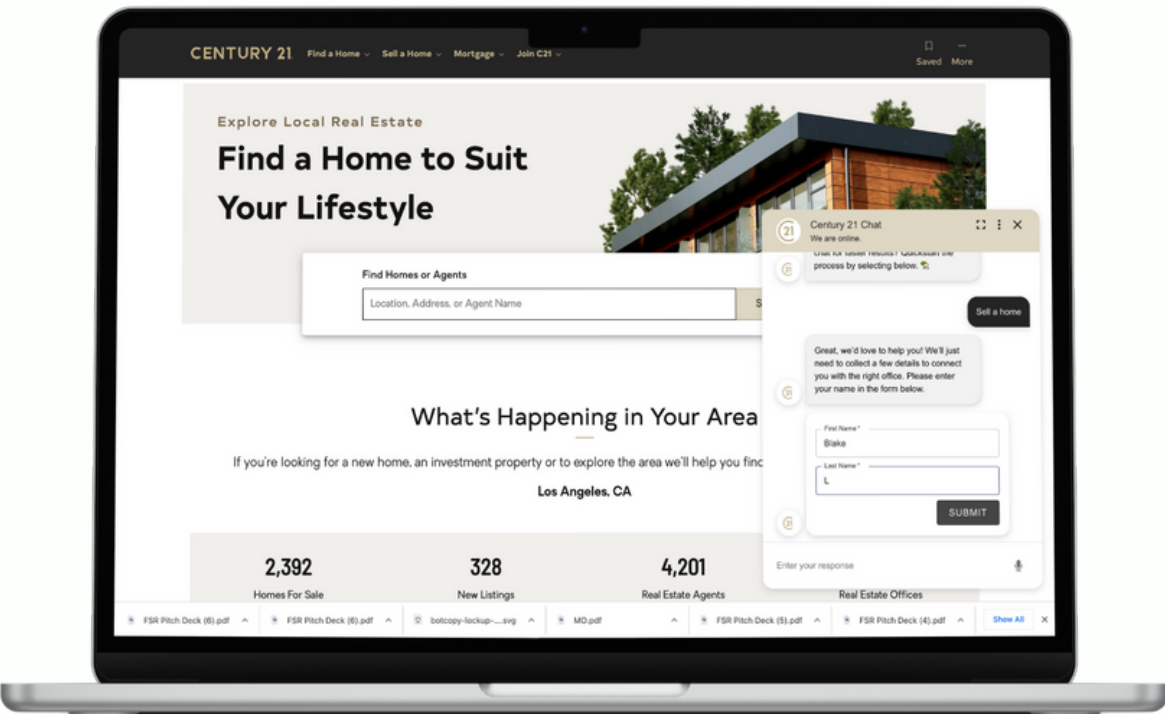
- ✓ **Multilingual (100+)**
- ✓ **Meets ADA 2.1 AA**
- ✓ **JWT Authentication**
- ✓ **White-labeled**
- ✓ **Detects Behavioral Data**
- ✓ **HIPAA Compliant**

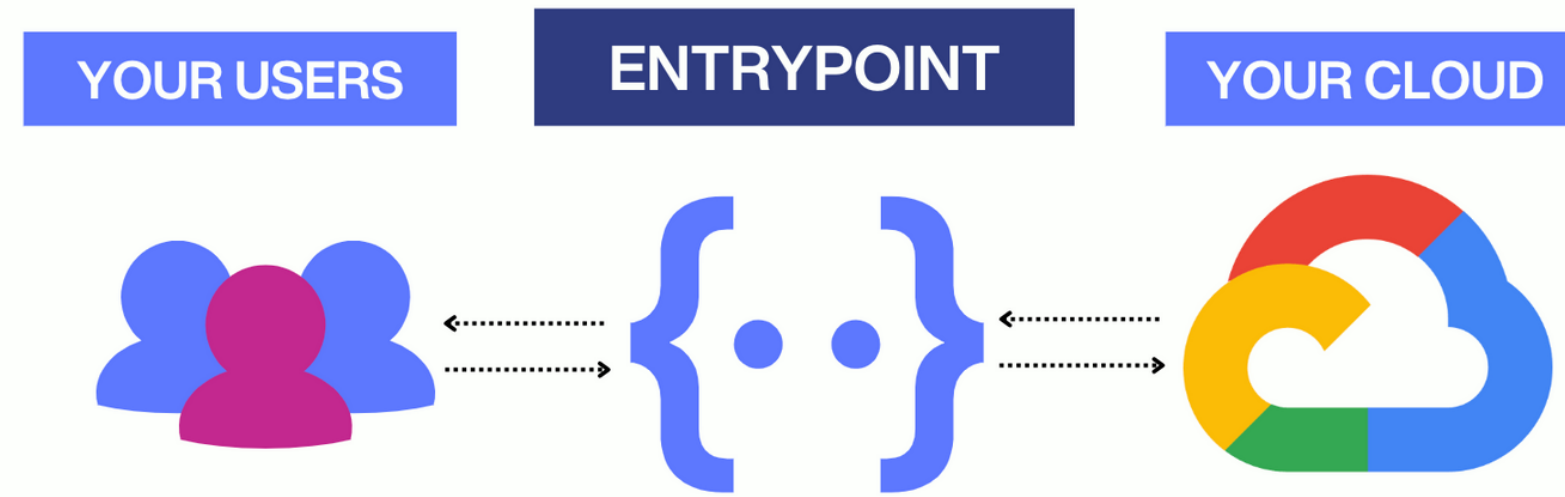




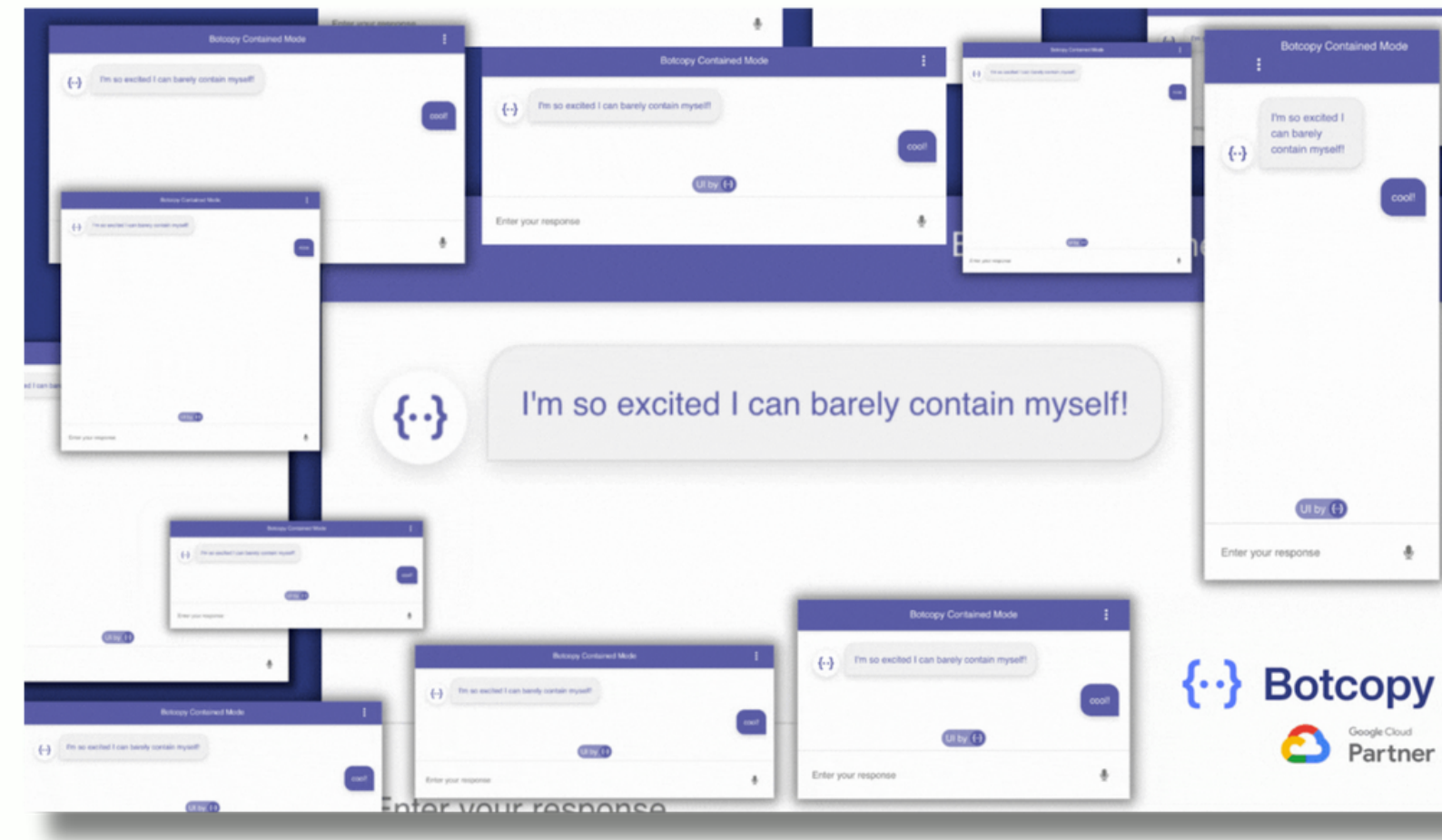


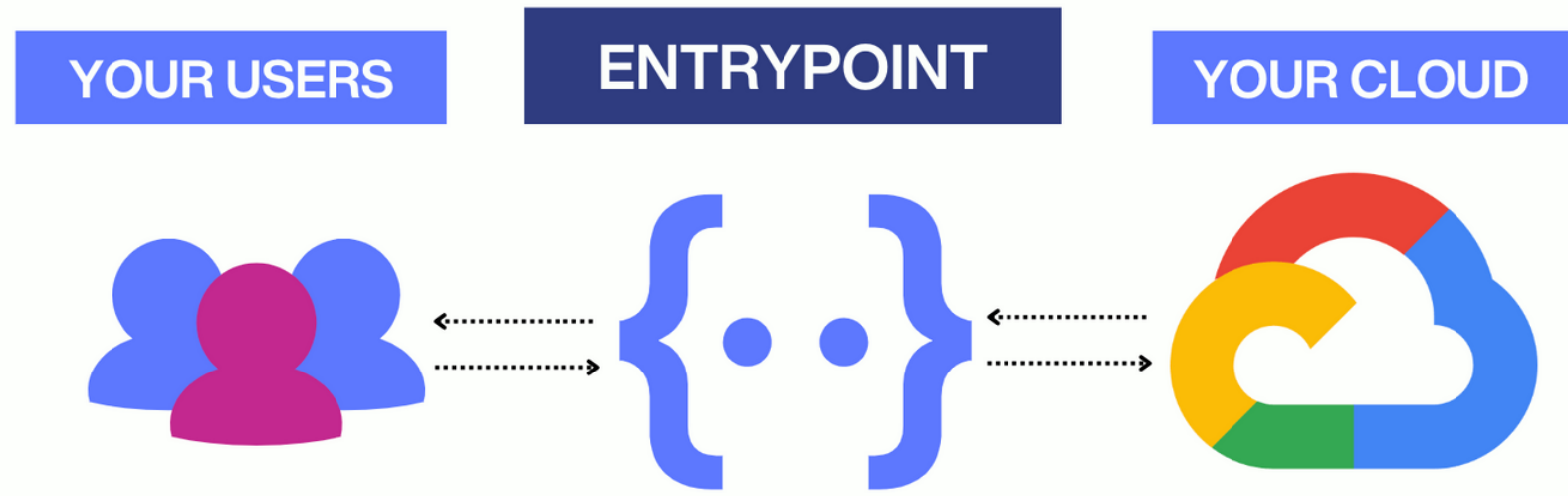
Traditional: Bottom right corner



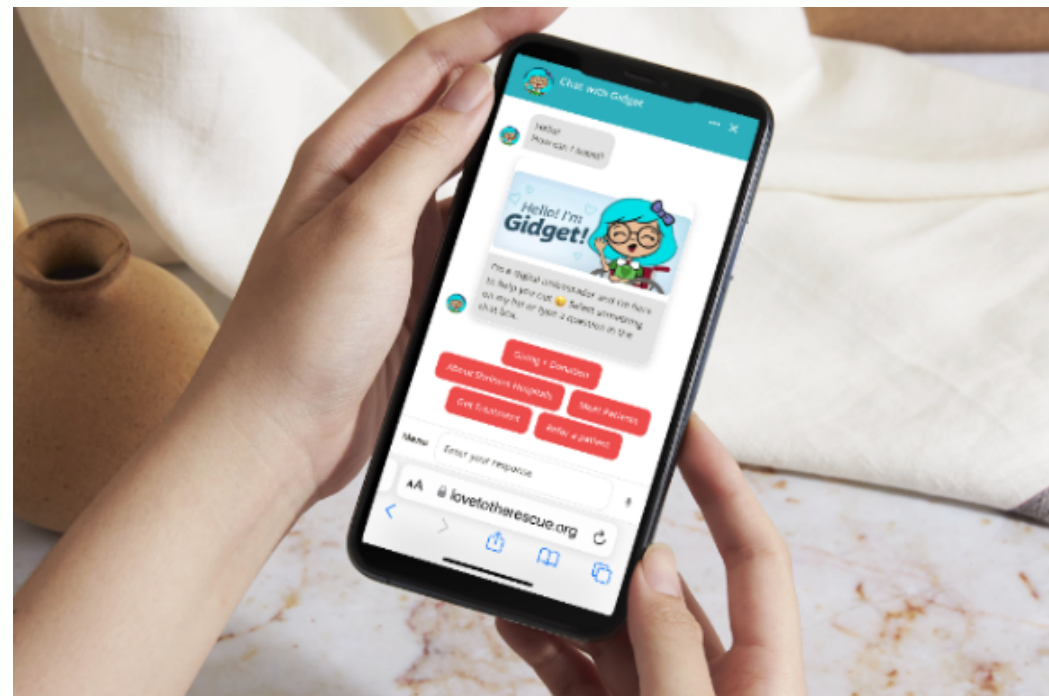
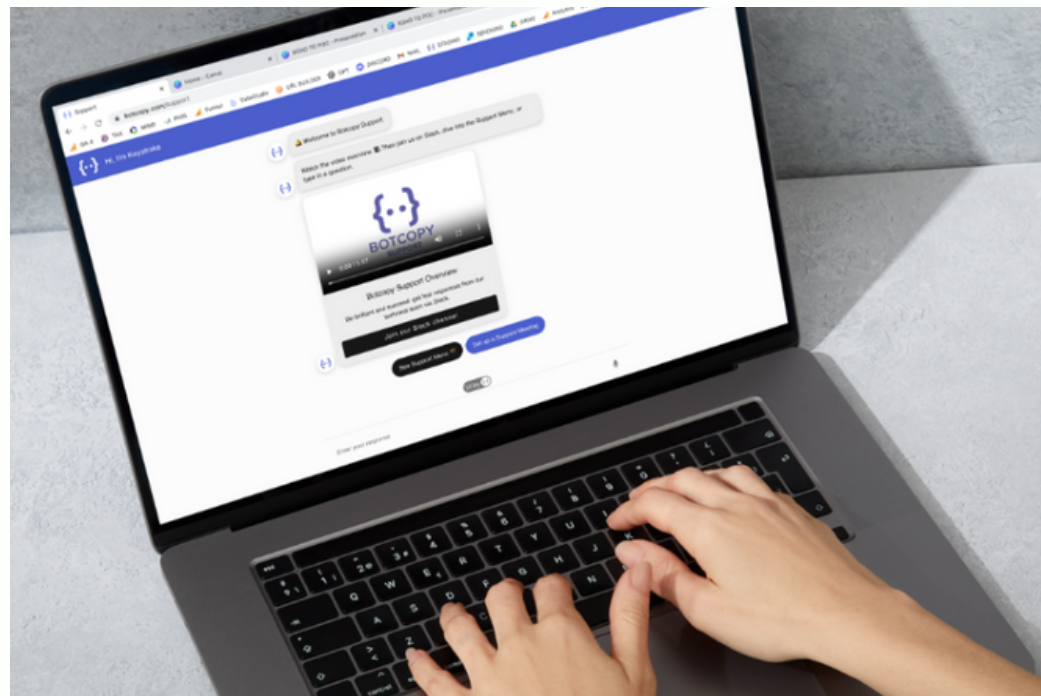


Innovative: Flexible size, dimension, placement.





Revolutionary: Full-screen chat experience





直達東京的航班

ZIPAIR 提供 SJC 和 NRT 之間的低成本直達服務。

現在預訂

出發

到達

停車處

安全

出港



SJC機器人
聖何塞米內塔國際機場

需要幫助?

你好! 我是 SJC 的新聊天機器人。我仍處於“試點”階段, 所以我可能無法回答每個問題.....但是您提出的所有問題都有助於我學習和改進 SJC 的服務!

單擊下面的按鈕即可開始。如需更多幫助, 請致電客戶服務部 (408) 392-3600。

查看航班狀態

尋找停車位

目的地

失物處

聯繫我們

常見問題解答

餐廳

輸入您的回復

{-} American 1916
AA 1916
西南航空 往返洛杉磯

菜單

{-} 需要幫助?

你好! 我是 SJC 的新聊天機器人。我仍處於“試點”階段, 所以我可能無法回答每個問題.....但是您提出的所有問題都有助於我學習和改進 SJC 的服務!

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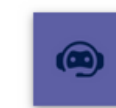
失物處

{-} 請選擇物品丟失的地點。

- 丟失位置
- 機場航站樓、路邊、停車場、航站樓間班車、TSA 安全檢查站
- 在飛機上或丟失的行李
- 門到門班車和出租車
- 租車及租車辦事處
- 公共巴士

{-} 公共巴士

☰ 輸入您的回復





- + MAYOR & CITY COUNCIL
- + CITY MANAGER
- + COMMUNITY & ECONOMIC DEVELOPMENT
- + DEVELOPMENT SERVICES
- + DIVERSITY, EQUITY, AND INCLUSION
- + EMERGENCY MEDICAL SERVICES
- + ENGINEERING SERVICES
- + FINANCE DEPARTMENT
- + FIRE DEPARTMENT
- + HUMAN RESOURCES
- + HUMAN SERVICES
- LIBRARY
- + PARKS & RECREATION
- + POLICE
- + PUBLIC SERVICES
- WATER WORKS
- + WESTCOM EMERGENCY COMMUNICATIONS
- + NEIGHBORHOOD SERVICES (FORMERLY WESTPET)

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Contact Us

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City of West Des Moines - City Hall
4200 Mills Civic Parkway
West Des Moines, IA 50265

General Information: (515) 222-3600

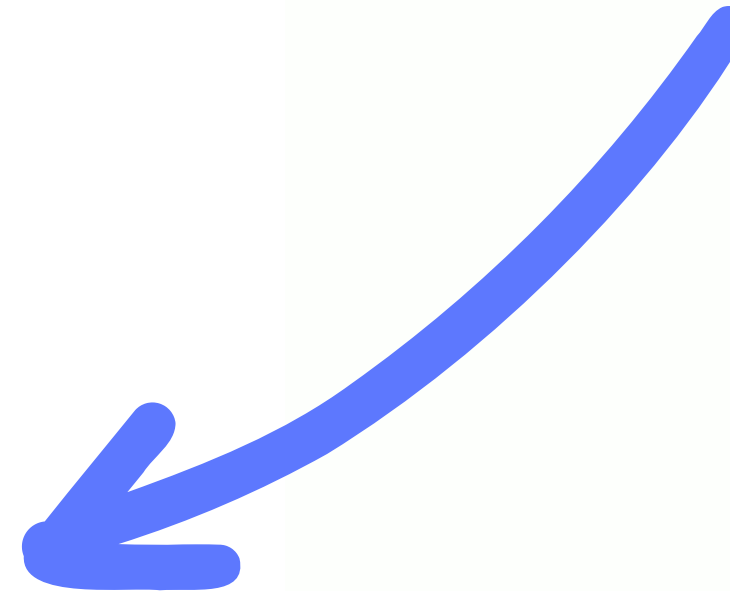
[All](#) | <#> | [A](#) | [B](#) | [C](#) | [D](#) | [E](#) | [F](#) | [G](#) | [H](#) | [I](#) | [J](#) | [K](#) | [L](#) | [M](#) | [N](#) | [O](#) | [P](#) | [Q](#) | [R](#) | [S](#) | [T](#) | [U](#) | [V](#) | [W](#) | [X](#) | [Y](#) | [Z](#)

STAFF	TITLE	DEPARTMENTS	PHONE	EMAIL
Alcorn, Louise	Technology Coordinator	Library	(515) 222-3573	
Alexander, John	RecPlex Facility Specialist	Parks & Recreation	(515) 440-4823	
Alvarez, Marco	Superintendent of Parks	Parks & Recreation	(515) 222-3452	
Arrington, Julius	Deputy City Clerk	City Manager	(515) 440-4781	
Barrett, Alice	Secretary	Public Services	(515) 222-3480	
Behan, Jeff	Associate Engineer	Engineering Services	(515) 222-3598	
Blackman, Amanda	Senior Human Resources Generalist	Human Resources	(515) 222-3583	
Bodensteiner, Anna	Accounts Payable Associate	Public Services	(515) 222-3545	
Boike, Eric	Community Compliance Specialist	Public Services	(515) 222-3649	
Brewick, Mark	Recreation Facility/Program Supervisor	Parks & Recreation	(515) 222-3441	
Buffington, Jenny	Accounting Associate	Finance	(515) 222-3609	
Button, Brad	Dispatch Shift Supervisor	Westcom	(515) 222-3327	
Canaday, Jennifer	Administrative Secretary	Development Services	(515) 222-3630	
Carpenter, Clint	Senior Engineering Technician	Engineering Services	(515) 222-3539	
Clayworth, Joshua	Senior Engineering Technician - Facilities	Engineering Services	(515) 222-4323	
Colby, Jennifer	Dispatch Shift Supervisor	Westcom	(515) 222-3327	
Condon, Zoey	Administrative Secretary	Fire	(515) 222-3632	
Conn, Kevin	Landscape Architect	Parks & Recreation	(515) 222-3449	
Corbett, Stephanie	Program Outreach Assistant	Human Services	(515) 222-3662	
Cory, Joe	Deputy Public Services Director	Public Services	(515) 222-3492	

[« First](#) [« Prev](#) | [1](#) | [2](#) | [3](#) | [4](#) | [5](#) | [» Next](#) [Last »](#)

1 - 20 of 151 items

AI tasks to identify.

[Report It](#)
SeeClickFix

FIND US
City Hall
4200 Mills Civic Parkway
PO BOX 65320
West Des Moines, IA 50265
(515) 222-3600

KEEP IN TOUCH



Phase 1: Building your AI library.

Understanding ways to make your current operations better.

*Identifying **10 skills** to fine-tune with Dialogflow.

Building a knowledgebase for the AI to learn from.

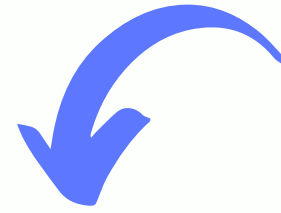
- West Des Moines **website**
- West Des Moines **Documents**
- Setup **Botcopy Messenger and Live-chat**



Timeline: 1 month

Task examples: Tax extension.

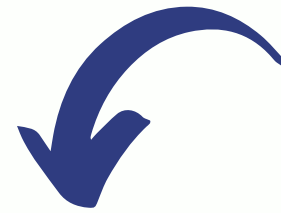
When are taxes due?



FAQ handling.

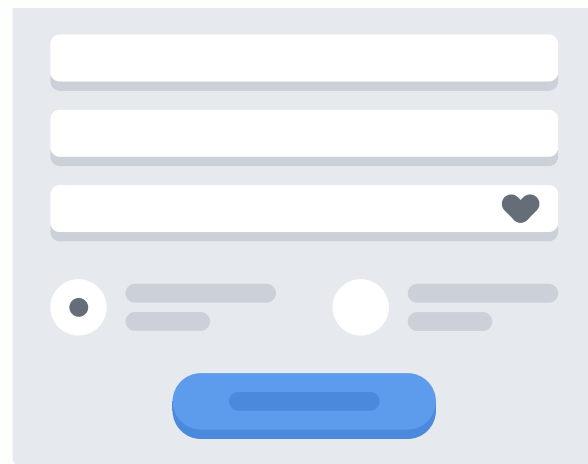
Taxes are due October, 15th 2023.

Oh no, I need to file an extension.



Taking action webhook fulfillment.

Let's do it. Right here, right now.



Phase 1: Training your dataset.

Let's start **fine-tuning your dataset**.

- **Vertex AI** setting rules and parameters
- **Botcopy Messenger** response styling, **Vertex Search**
- Setup **Botcopy Live-chat**



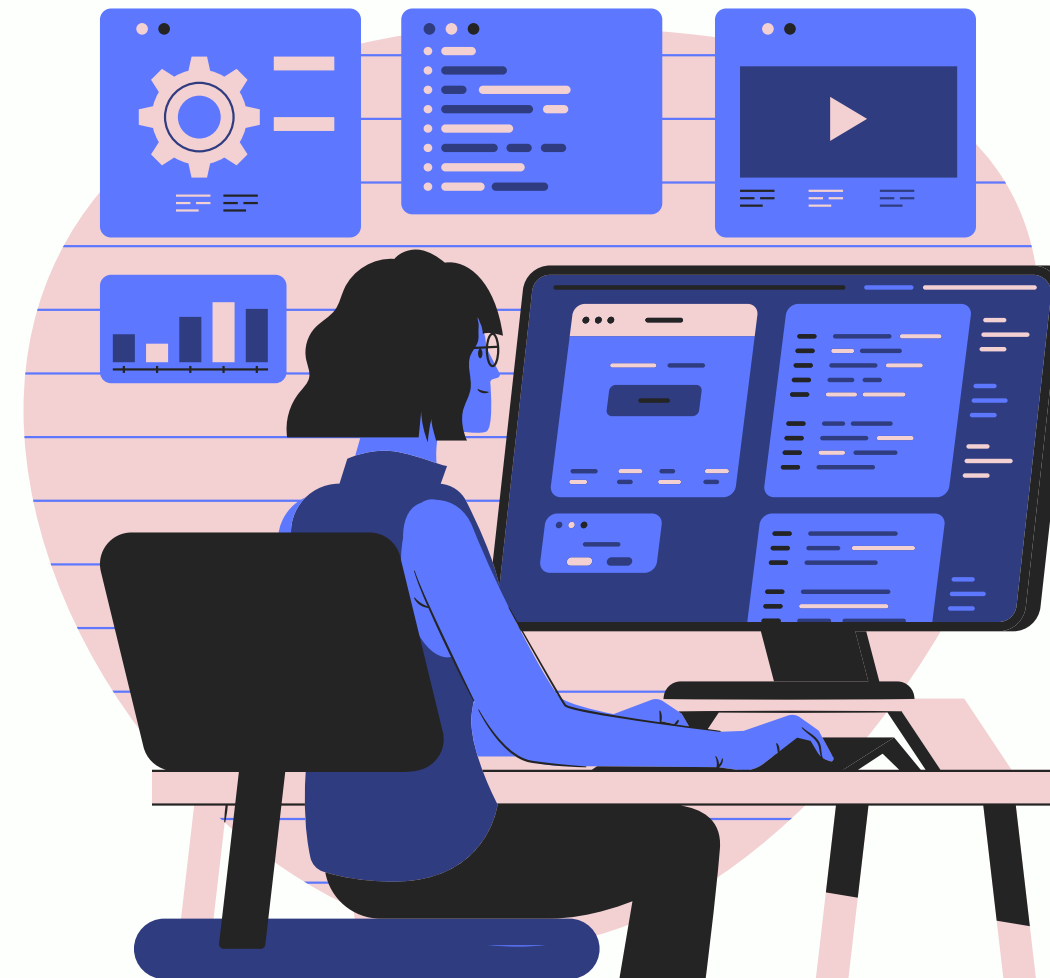
Now that we know the skills and laid down the foundational library let's fine-tune the response.

Timeline: 2-6 month

Phase 1: Test, Launch, Manage Services

Bringing contact center AI to your website(s).

- Analytics configured
- Feedback open
- Alert management is in place



Timeline: ∞

Phase 1: Results

- ✓ **AI handles up to 10 tasks for West Des Moines Constituents**
- ✓ **Contact Center Architecture and foundational models configured**
- ✓ **Training models, conversational analytics, and feedback configured.**
- ✓ **Virtual assistant deployed on any webpage desired.**