C3.ai

C3 Generative AI for Government Programs

Turn Insights into Impacts with an Enterprise Knowledge Assistant

C3 Generative AI for Government Programs enables federal, state, and local government programs to help constituents retrieve immediate, accurate answers to any question across unique fields such as healthcare, transportation, benefits, public safety, legislature, and more. Ask questions in any language through an intuitive search and chat interface.

Rapid Access
to relevant, critical, and high-value policies and publications previously siloed across disparate websites and information systems

Uniquely Tailored
for specific government programs to ensure office needs are met. Public administration and regulations are built-in

Enterprise Grade
data security, access controls, and flexible deployment allow enterprises to meet strict security and privacy requirements

Future Proof
investments with a modelagnostic solution architecture that offers multi-LLM support and integrates with existing systems

Today, government programs across the federal, state, and local levels provide essential services for individuals and businesses. Important information about public services can be found across federal legislature, state databases, reference documents, and website content across the internet. However, managing these forums and addressing constituent inquiries can present challenges due to resource shortfalls and a myriad of accessibility concerns. With limited resources, government programs struggle to provide comprehensive assistance to constituents, leading to long call hold times, dropped calls, or insufficient answers. C3 Generative AI for Government Programs enables constituents and administrators to retrieve immediate, accurate answers to any question within specific domains such as healthcare, benefits, public safety, legislature, and more. The large language model (LLM) based technology supports user accessibility by providing an intuitive interface and natural answers in every common language. C3 Generative AI is an enterprise-grade solution with support for both structured and unstructured data sources, an LLM-agnostic architecture, deterministic responses, source references, and robust enterprise access controls.
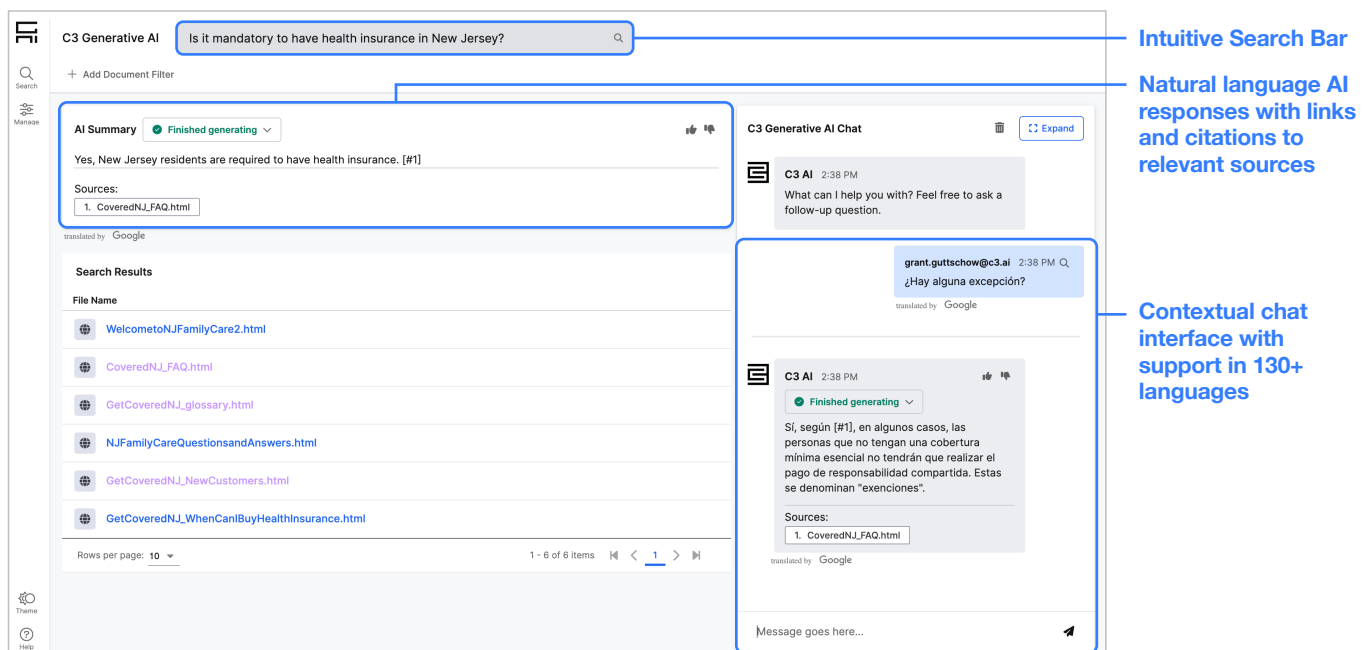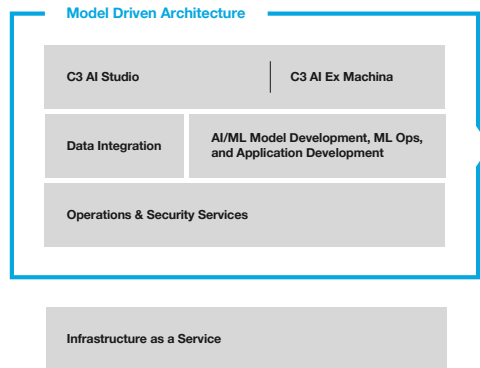

Intuitive Search Bar

Natural language AI responses with links and citations to relevant sources

Contextual chat interface with support in 130+ languages

Figure 1. *C3 Generative AI for Government Programs offers an intuitive user experience. With large language model supported natural language questions and answers, any user can accelerate time to insights.*

C3 Generative AI for Government Programs Solution Architecture

Government Programs Data Sources

Federal Legislature

State Databases

Reference Documents

Website Content

C3 AI Platform

Model Driven Architecture

C3 AI Studio	C3 AI Ex Machina
Data Integration	AI/ML Model Development, ML Ops, and Application Development
Operations & Security Services	

Infrastructure as a Service
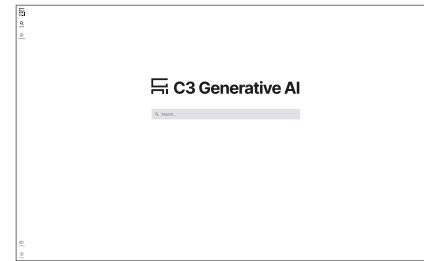
C3 AI Application

C3 Generative AI

Figure 2. C3 Generative AI for Government Programs is built on the C3 AI Platform. The C3 AI Platform supports a flexible, model driven architecture for all structured and unstructured data sources and is deployable on any public cloud infrastructure.

Apply Generative AI to Improve Program Delivery and Support

For many constituents, government programs offer transformative and lifesaving opportunities to obtain health insurance, seek higher education, reach economic stability, engage in conservation, and more. However, traditional enterprise websites and frequent changes to federal and state procedures are challenging for the average consumer to understand. Today, many states require dedicated call centers to manage the plethora of resident questions.

C3 Generative AI for Government Programs can be rapidly deployed to aid government call centers and immediately make an impact on consumer support. Conservatively, Generative AI solutions create efficiency gains of over 20% compared with traditional methods of policy document search and synthesis.

Users of C3 Generative AI can ask questions in over 130 different languages and receive responses expertly translated in the same language. The responses include citations from the source documentation and are automatically translated into the user-inputted language. This multi-lingual interaction significantly increases accessibility of government documents, and conserves state resources which are traditionally used for uploading a variety of translated documentation.

Government programs play a central role in shaping the social, economic, and environmental landscape of the United States. C3 Generative AI for Government Programs provides a method to transform how insights are surfaced and leads to quantifiable impacts across any level of jurisdiction.

Differentiating Feature Summary

When compared with traditional enterprise websites and other large language model powered solutions, C3 Generative AI is the best-in-class solutions thanks to these differentiating features:

- **Tailored to government data** across federal legislature, reference documents, and state-specific website applications and content

- **Multi-lingual support** across over 130 languages to increase accessibility for constituents of all backgrounds

- **No hallucination and precise, consistent answers** due to separation between language models and data models

- **Full lineage of source data** for citations to every insight based on corpus of state-specific information

- **Interactive and conversational interface** with context-aware follow-up questions that provide intuitive answers

- **Data security and governance** via role and attribute-based access controls on top of any infrastructure

- **Ongoing feedback into generative models** from proactive user responses to continuously improve search results

Ready to Deploy Today

Visit C3.ai/Generative-AI