

C3 Generative AI for Constituent Services

Improve constituent engagement with generative AI



Personalized Responses

Generate accurate responses in the tone and voice of the congressman.



Prompt Engagement

Respond to 90% of constituent inquiries within 24 hours.



Human in the Loop

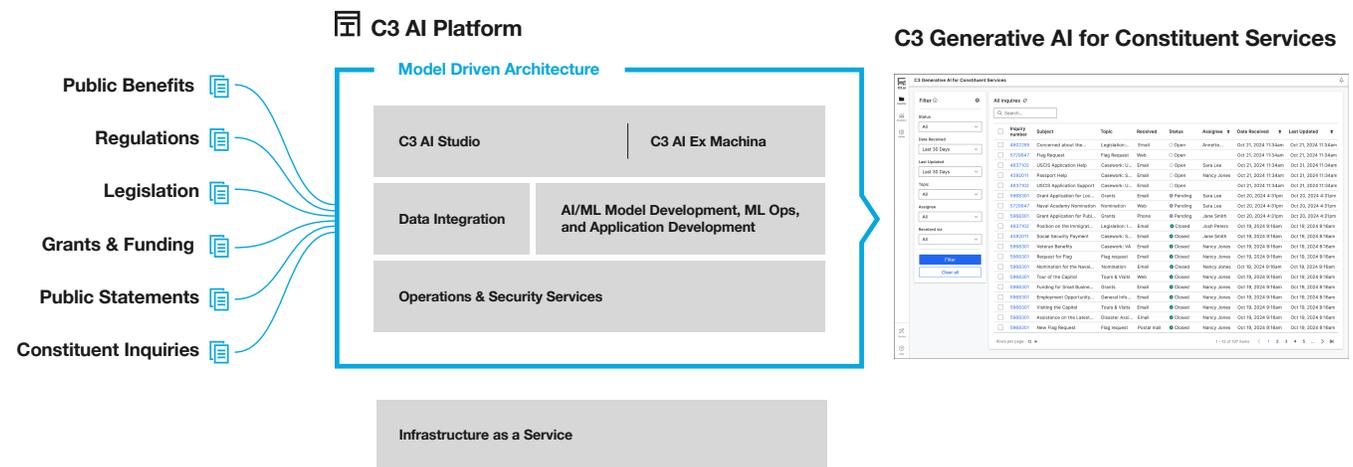
Review every response for tone, content, and quality prior to sending.

C3 Generative AI for Constituent Services is an AI-powered application that generates immediate, accurate, and consistent responses to constituent inquiries in the tone and voice of an elected official. Using the application, government officials eliminate delays, address constituent inquiries promptly, and improve engagement.

Members of the U.S. Congress receive thousands of constituent inquiries each day. Office staff need to review each inquiry, research and gather relevant information, and prepare personalized responses. This manual process is time consuming and leads to delays in responding to constituent inquiries.

C3 Generative AI for Constituent Services helps improve constituent engagement by generating immediate, relevant, and accurate responses to inquiries. The application understands incoming inquiries and reviews the entire corpus of relevant data including benefits programs, government regulations, legislation, and federal grant websites to generate relevant and accurate responses. C3 Generative AI for Constituent Services crafts responses in the tone and voice of each congressman.

Figure 1. C3 Generative AI for Constituent Services integrates and reviews all relevant data to generate accurate responses.



C3 Generative AI for Constituent Services can process 1,000s of inquiries per day for each office*. The application provides human-in-the-loop review workflows and enables staff to review every response for tone, content, and quality prior to being sent. C3 Generative AI for Constituent Services protects Personally Identifiable Information (PII).

Key capabilities include:

The ability to process citizen inquiries from Constituent Management Systems (CMS).

The ability to leverage comprehensive knowledge sources such as benefit programs, regulations, legislation, and federal grant websites.

Immediate, accurate responses back in the voice of the congressperson in their tone and style.

Human-in-the-loop review workflows for office staff to fine-tune AI-generated responses for tone, style, and quality.

Support for interactions in 134 languages with responses being generated in the language of the inquiry.

Compliance with all applicable government security protocols.

Fast, accurate, traceable, and hallucination-free responses and insights.

Figure 2. C3 Generative AI for Constituent Services enables the prioritization, assignment and processing of all constituent inquiries.

Select Individual Inquiries to Review and Respond

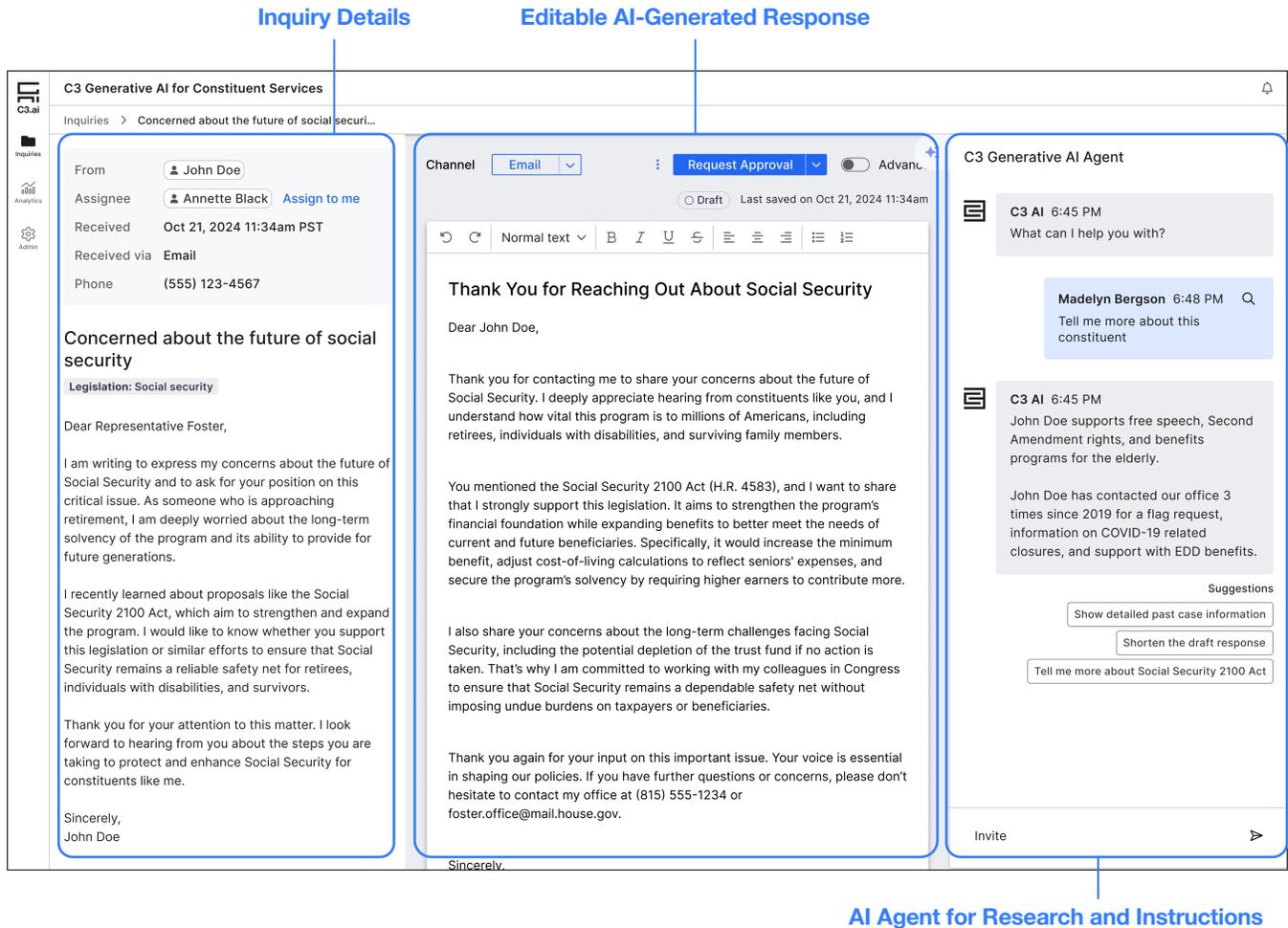
The screenshot displays the C3 Generative AI for Constituent Services interface. On the left, there is a 'Filter' sidebar with dropdown menus for Status (All), Date Received (Last 30 Days), Last Updated (Last 30 Days), Topic (All), Assignee (All), and Received via (All). Below these are 'Filter' and 'Clear all' buttons. The main area shows a table of inquiries under the heading 'All inquiries'. A search bar is at the top of the table. The table has columns for Inquiry number, Subject, Topic, Received, Status, Assignee, Date Received, and Last Updated. A blue dot highlights the 'Status' column header, and a blue arrow points from the text 'Select Individual Inquiries to Review and Respond' to the first row of the table. At the bottom left, the text 'Filter Inquiries for Review' is connected to the filter sidebar by a blue line.

Inquiry number	Subject	Topic	Received	Status	Assignee	Date Received	Last Updated
4802285	Concerned about the...	Legislation:...	Email	Open	Annette...	Oct 21, 2024 11:34am	Oct 21, 2024 11:34am
5729947	Flag Request	Flag Request	Web	Open		Oct 21, 2024 11:34am	Oct 21, 2024 11:34am
4837102	USCIS Application Help	Casework: U...	Email	Open	Sara Lee	Oct 21, 2024 11:34am	Oct 21, 2024 11:34am
4592011	Passport Help	Casework: S...	Email	Open	Nancy Jones	Oct 21, 2024 11:34am	Oct 21, 2024 11:34am
4837102	USCIS Application Support	Casework: U...	Email	Open		Oct 21, 2024 11:34am	Oct 21, 2024 11:34am
5968301	Grant Application for Loc...	Grants	Email	Pending	Sara Lee	Oct 20, 2024 4:31pm	Oct 20, 2024 4:31pm
5729947	Naval Academy Nomination	Nomination	Web	Pending	Sara Lee	Oct 20, 2024 4:31pm	Oct 20, 2024 4:31pm
5968301	Grant Application for Publ...	Grants	Phone	Pending	Jane Smith	Oct 20, 2024 4:31pm	Oct 20, 2024 4:31pm
4837102	Position on the Immigrat...	Legislation: I...	Email	Closed	Josh Peters	Oct 19, 2024 9:16am	Oct 19, 2024 9:16am
4592011	Social Security Payment	Casework: S...	Email	Closed	Jane Smith	Oct 19, 2024 9:16am	Oct 19, 2024 9:16am
5968301	Veteran Benefits	Casework: VA	Email	Closed	Nancy Jones	Oct 19, 2024 9:16am	Oct 19, 2024 9:16am
5968301	Request for Flag	Flag request	Email	Closed	Nancy Jones	Oct 19, 2024 9:16am	Oct 19, 2024 9:16am
5968301	Nomination for the Naval...	Nomination	Email	Closed	Nancy Jones	Oct 19, 2024 9:16am	Oct 19, 2024 9:16am
5968301	Tour of the Capitol	Tours & Visits	Web	Closed	Nancy Jones	Oct 19, 2024 9:16am	Oct 19, 2024 9:16am
5968301	Funding for Small Busine...	Grants	Email	Closed	Nancy Jones	Oct 19, 2024 9:16am	Oct 19, 2024 9:16am
5968301	Employment Opportunity...	General Info...	Email	Closed	Nancy Jones	Oct 19, 2024 9:16am	Oct 19, 2024 9:16am
5968301	Visiting the Capitol	Tours & Visits	Email	Closed	Nancy Jones	Oct 19, 2024 9:16am	Oct 19, 2024 9:16am
5968301	Assistance on the Latest...	Disaster Assi...	Email	Closed	Nancy Jones	Oct 19, 2024 9:16am	Oct 19, 2024 9:16am
5968301	New Flag Request	Flag request	Postal mail	Closed	Nancy Jones	Oct 19, 2024 9:16am	Oct 19, 2024 9:16am

Filter Inquiries for Review

* The application includes an AI validation agent that checks each AI generated response for relevance, accuracy, and tone / style.

Figure 3. C3 Generative AI for Constituent Services generates immediate, accurate, and personalized responses to constituent inquiries.



AI Agent for Research and Instructions

Use Cases

C3 Generative AI for Constituent Services improves constituent engagement across a range of inquiry types:

Casework: Help constituents resolve issues with federal services such as Social Security, Medicare, veterans' benefits, and immigration services.

Flag Requests: Help constituents request a U.S. flag that has been flown over the U.S. Capitol.

Tours and Visits: Assist in arranging tours of the Capitol, the White House, and other Washington D.C. landmarks.

Grants and Federal Funding: Help constituents or local entities apply for federal grants or navigate federal funding opportunities.

Legislative Advocacy: Advocate for issues that are important to constituents, including support for or against bills.

Military Academy Nominations: Nominate candidates to the U.S. service academies.

Help with Federal Employment: Assist constituents in applying for federal jobs.

Disaster Assistance: Help constituents access federal disaster relief funds.

Referral Services: Provide information on benefit programs and legislation and direct constituents to appropriate federal, state, or local resources.

Ready to Deploy Today, Rapid ROI

Visit C3.ai/Generative-AI