

# POSSE ASSISTANT

# AT A GLANCE



## Overview

POSSE Assistant offers agencies a reliable, configurable, and secure way to introduce AI into your permitting and licensing operations. By giving citizens faster access to accurate information while reducing routine service burdens on staff, POSSE Assistant transforms how residents interact with government services.

## Curated Information Retrieval

- Provides tailored answers to user questions using a specified set of data sources including GIS layers, zoning data, application status records, and government knowledge bases.
- Provides information guardrails to prevent AI “hallucinations”.
- Facilitates context specific information provision and service assistance.

## Application Workflow Guidance

- Assists users both before and after portal login, offering immediate access to your POSSE data.
- Proactively guides applicants through multi-step processes, presenting sequential steps as links to facilitate easy completion.
- Integrates with tools and documents across the POSSE platform to provide detailed workflow support.
- Offers AI conversation summaries by email, ensuring users have a clear record of the information provided.

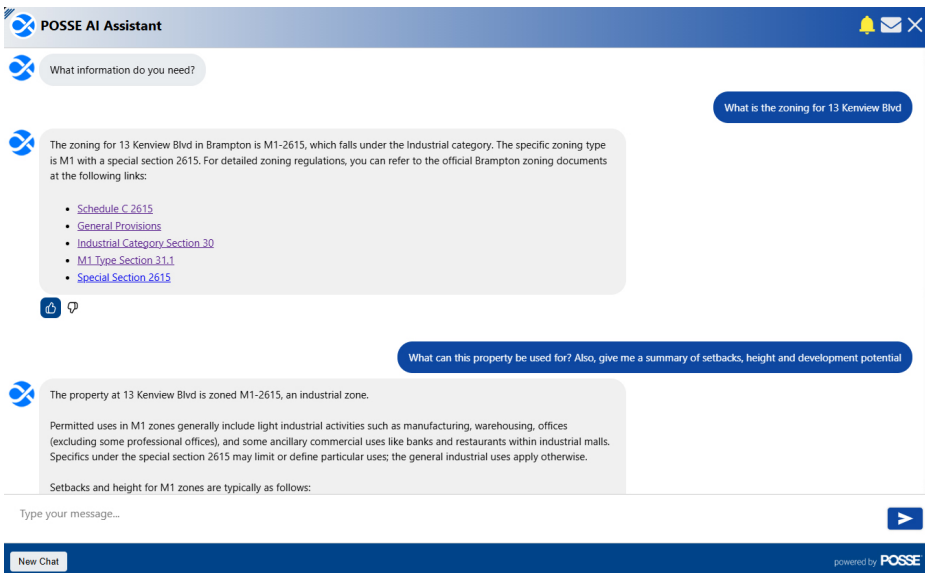
## Reduced Staff Workloads

- Directs users to the exact resources they need, decreasing call and email volumes.
- Easily updated by adding or removing documents from the curated knowledge base, allowing agencies to adapt quickly to evolving service demands.
- Ensures staff can dedicate time to complex inquiries rather than routine data requests.

## Enhanced Customer Experience

- Intuitive, natural language search interface.
- Integrates seamlessly with external citizen-facing portals for a consistent experience.
- Provides a modern, user-friendly interaction model that elevates the perception of digital government services.
- Available to guests without login required, ensuring wide accessibility.

- ✓ Powerful AI chat window
- ✓ An elegant way to integrate AI with your POSSE solution
- ✓ Natural language search queries
- ✓ Context specific information provision and service assistance
- ✓ Fully integrated with your customer portal
- ✓ On/Off notification alerts
- ✓ No account login required
- ✓ Information guardrails to prevent AI “hallucinations”
- ✓ Proactively guides end users through streamlined workflows
- ✓ Email conversation summaries
- ✓ Elegant and elevated CX/UX
- ✓ Provides applicants guided information steps for sequential tasks and business processes
- ✓ Facilitates user feedback for ongoing iterative improvements
- ✓ Eliminates the need for staff to respond to repetitive, easy-to-answer questions



## An AI-powered agent to enhance citizen engagement and streamline municipal workflows

POSSE Assistant from Computronix is an AI-powered virtual agent designed to improve the citizen experience while reducing staff workload. Integrated directly with the POSSE platform and a curated set of government data sources, POSSE Assistant provides accurate, context-aware responses to public inquiries, guiding users through your POSSE workflows with clarity and reliability.

Unlike generic web-based chatbots, POSSE Assistant operates within an agency defined knowledge base of internal documents, GIS layers, zoning data, and application records, ensuring responses are both relevant and trustworthy.

### Questions?

Contact Computronix today to learn how POSSE Assistant can help your organization.



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