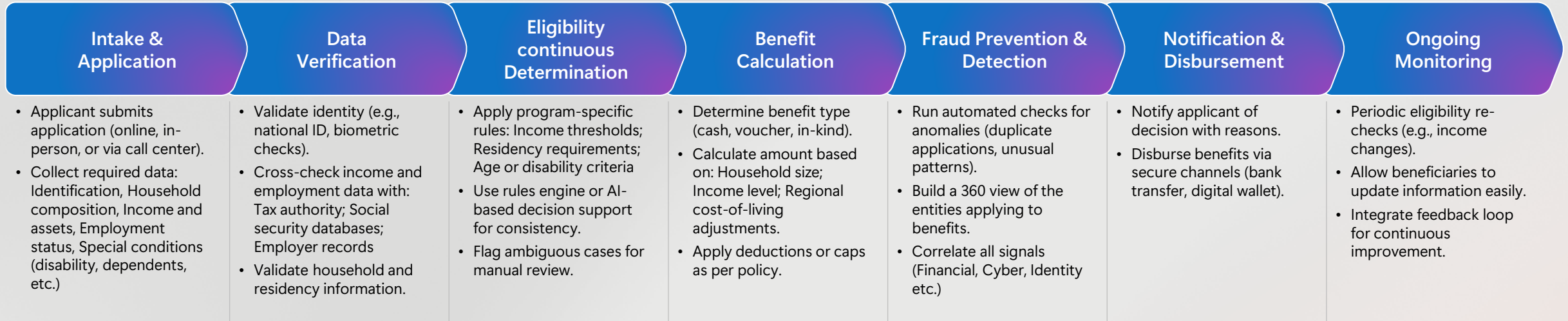


Improve benefits eligibility determination and distribution with AI automations

Reference Architecture



Process Flow - Improve benefits eligibility determination and distribution with AI automations



AI HOTSPOTS

Smart Form Assistance: AI-driven chatbots guide applicants through forms, reducing errors and incomplete submissions.

Document Classification & OCR: AI extracts data from uploaded documents automatically.

Identity Verification: AI-based facial recognition and liveness detection for ID checks.

Anomaly Detection: AI flags inconsistencies between declared and verified data.

Automated Cross-Checks: AI integrates with tax, employment, and social security.

Rules Engine + ML Models: AI applies policy rules and predicts eligibility based on historical patterns.

Explainable AI Dashboards: Provides transparent reasoning for eligibility decisions.

Case Prioritization: AI ranks ambiguous cases for manual review.

Dynamic Calculation Engine: AI adjusts benefits based on household size, income, and regional cost-of-living.

Simulation Models: AI predicts impact of benefit changes for policy optimization.

Catch inconsistencies and anomalous patterns from eligibility to disbursement

Fraud Analytics: AI detects duplicate applications, suspicious patterns, and identity fraud.

Predictive Risk Scoring: AI assigns risk scores to applications for targeted audits.

Personalized Communication: AI generates clear, multilingual notifications.

Learn beneficiary preferences (e.g., prefers digital wallet over bank transfer) and auto-apply.

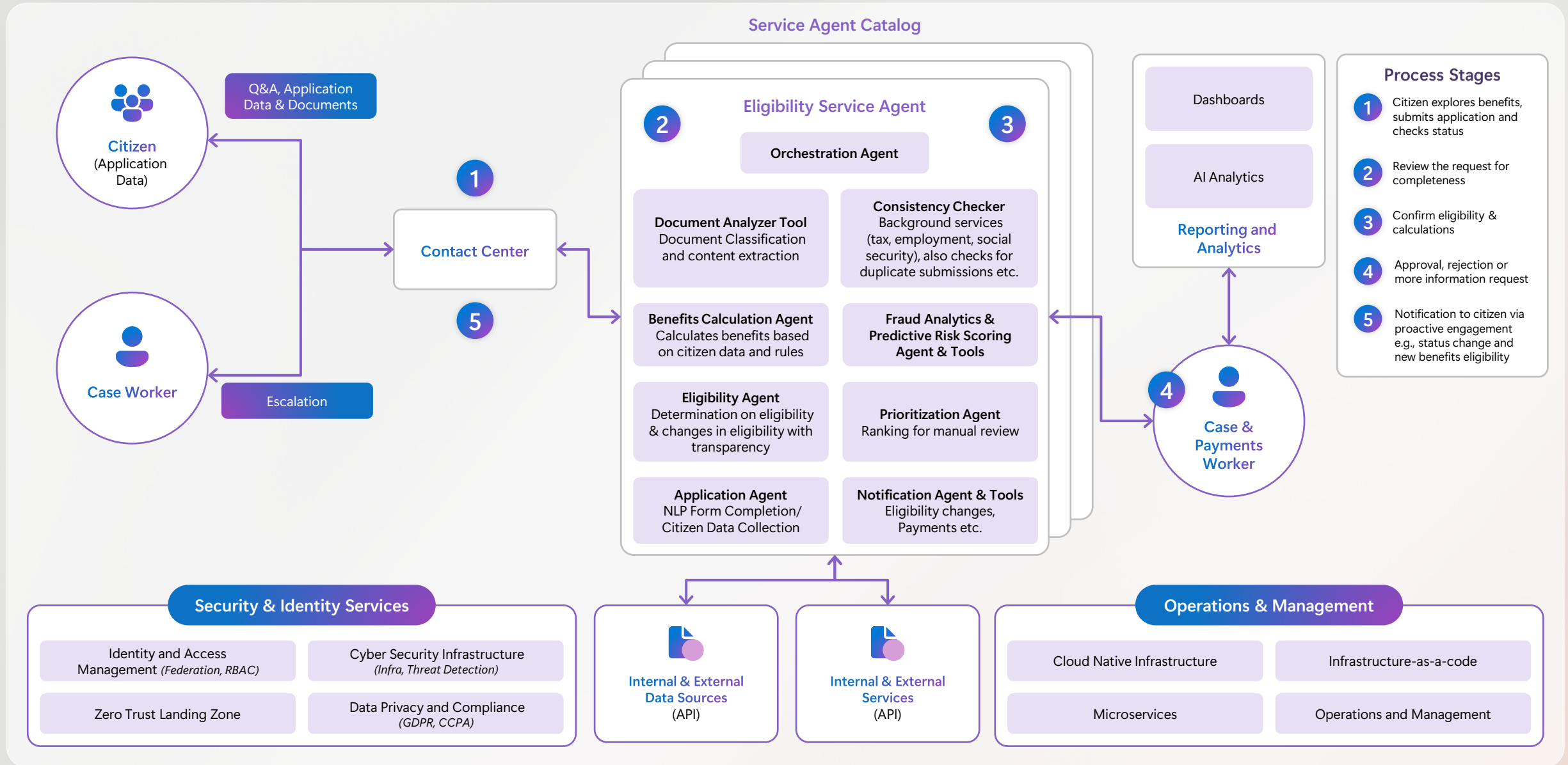
Failure Prediction to reroute payments if an account is closed or flagged.

Change Detection: AI monitors income/employment changes via linked data sources.

Predictive Alerts: AI forecasts potential eligibility changes and notifies beneficiaries.

Feedback Analysis: AI processes user feedback to improve service delivery.

Solution building blocks & flow



Contact Center Architecture Flow

1 Customers

- Voice
- SMS
- Email
- Web Chat
- Social
- Teams

2 Azure Communication Services

Self Service

4 Copilot Studio

- Chatbots
- Voicebots (IVR)

Routing

5

6 Agent Experience

- Bot Handoff to Agent with Full Context
- Real-Time Transcription and Translation, Sentiment Analysis
- Embedded or Standalone Desktop
- AI Suggested Next Steps
- Case Management
- Knowledge "Chat" based on Semantic Indexing of multiple sources
- 8 Copilot with 3P CRM**
Gen AI Email and Follow Up Suggestions, Case & Conversation summary

10 Supervisors/Managers

- Real-Time Monitoring/Analytics including "Whisper" and Barge-in
- Forecasting
- Scheduling
- Gen AI suggestions for optimization

Connector 7

Collaborate

Consult/Transfer an expert over VoIP, on a Teams call and more

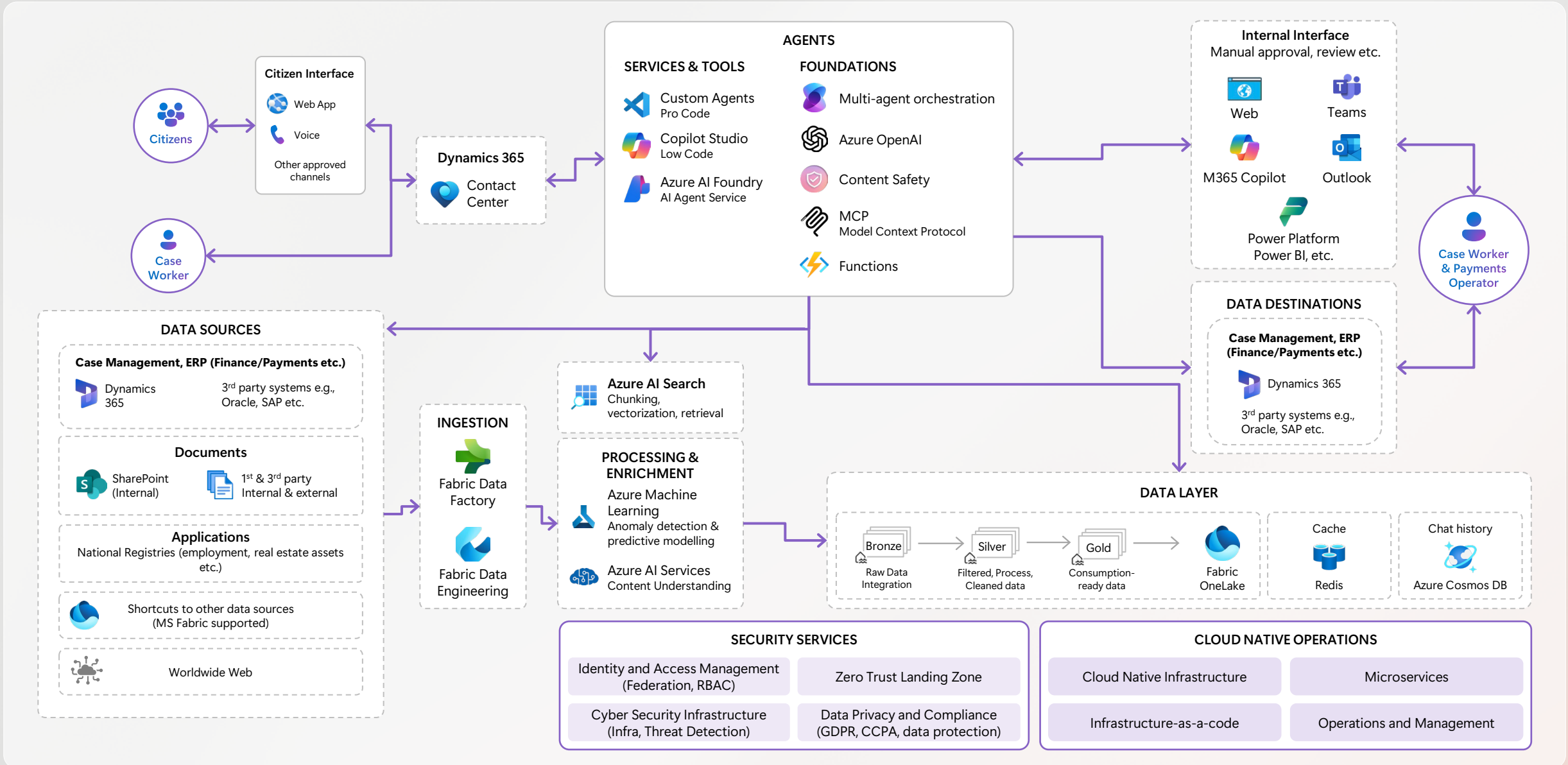
9 Power Platform

3 Existing CRM data platform and cloud

Microsoft Azure

Dynamics 365 Contact Center

Component Architecture – Technology Mapping

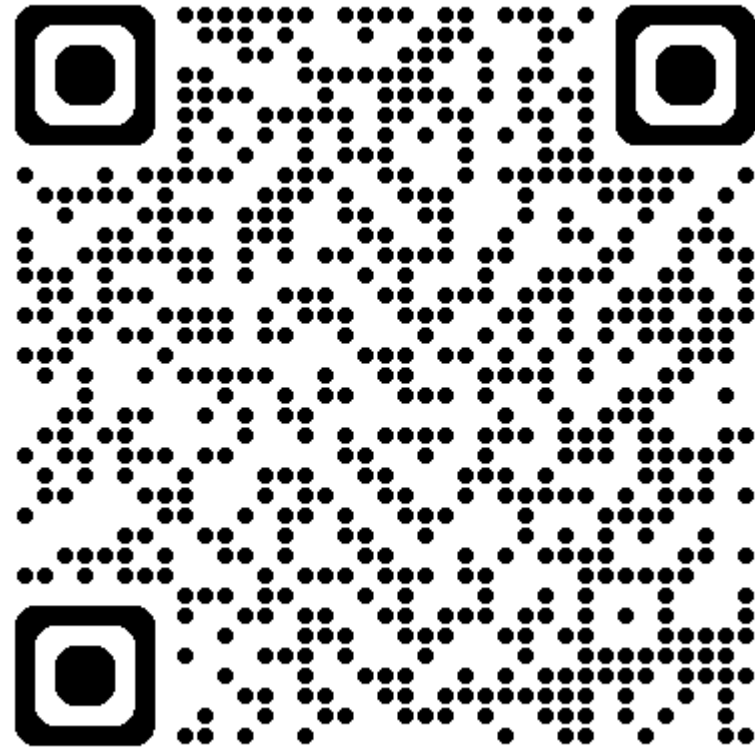


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Thank you