One of the Largest U.S. City's Human Resources Administration (HRA) Turns to Artificial Intelligence (AI) to Increase Efficiency of Field Operations and Reduces Field Errors by 32%

A Human Resources Administration (HRA) department that is part of the government of a large U.S. city used a multimodal, intelligent Artificial Intelligence (AI) Virtual Assistant to improve its public assistance programs, specifically by increasing the efficiency of field operations and the quality of the data collected.

Customer Profile

One of the largest U.S. city's Human Resources Administration (HRA) departments is responsible for administering various public assistance programs, such as providing temporary help to families and individuals with social service and economic needs. The primary services include administering the Supplemental Nutrition Assistance Program ("SNAP") (also known as "food stamps"), and providing emergency rental assistance to low-income families and individuals.

Challenges

The job of a field agent at the HRA was quite challenging and involved conducting interviews with selected individuals and families depending on the assignment. These interviews were conducted using paper questionnaires and field agents complained about the form filling being too long and laborious.

It was very important to collect the detailed data from the field because it could uncover social facts and information for the HRA that may not be obvious otherwise. However, there were too many errors in the field-collected data so it became evident a solution was needed to increase efficiency of field operations and improve the quality of the data collected.

Solution

The HRA recognized the many benefits of deploying an Artificial Intelligence (AI) solution to help solve its challenges and selected Openstream's advanced Conversational AI platform, Eva™, to develop and deploy an intelligent Virtual Assistant to improve data collection and case management in the field.

Eva enabled the HRA to offer a field companion solution for field agents that automatically surfaced and populated relevant information on forms based on history and context. Because Eva was an advanced Virtual Assistant, it utilized multimodal capture of information and automatically retrieved recognized text and images (such as a picture of an ID card). This not only sped up the case completion time but also helped field agents focus on collecting additional information. In addition, there was a significant reduction in field errors.

Results

Deploying an AI solution at the HRA significantly improved the efficiency of field agents and the overall process of starting and completing a case. As a result, there was a 32% reduction in field errors and a 36% reduction in the amount of time to complete/close a customer case.

32%
Reduction in field errors

36%
Reduction in the amount of time to close a case

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