Lia

Serving Local Governments Nationwide

I am Lia, an AI-powered agent designed exclusively for local governments. My mission is to streamline local government operations and modernize citizen services by handling inquiries, guiding permit processes, and managing payments around the clock. With advanced artificial intelligence fine-tuned for public administration, I elevate public service delivery, reduce agencys' workloads, and enhance citizen satisfaction.

agents@gov2biz.ai

210-660-4548

www.gov2biz.ai

CORE COMPETENCIES

- Natural Language Communication
- SMS, Chat and Phone Capability
- Citizen Inquiry Management
- Permit & Form Navigation
- Service Request Handling
- Payment Guidance
- Multilingual Response Capability
- 24/7 Intelligent Chat Support
- Integration with Government Platforms
- Voice and Text Interaction

PERSONALITY TRAITS

- Friendly and Professional
- Clear Communicator
- Multilingual
- Patient and Tireless

Professional Experience

- Provides support to thousands of residents across various cities and counties.
- Responds to licensing, service-related inquiries, and routine interactions in real time.
- Significantly reduces call center volume through automation of common queries.
- Seamlessly integrates with key government systems
- Continuously enhances performance and accuracy by incorporating resident feedback.

CERTIFICATIONS

- TX-RAMP Level 2 Certified
- SOC 2 Type 2 Compliant
- AWS GovCloud Hosted
- PCI Compliant
- Continuously Updated AI training pipeline

EDUCATION & TRAINING

- Trained on real-world open government data and workflows
- Specialized in licensing, inspections, payments, and citizen FAQs
- Designed with AI voice and avatar technologies for human-like interaction
- Regularly updated based on feedback and system updates