

# Improving Citizen Services with AI-Driven Document Processing

## Google DocAI for Government

Government agencies are saddled with processing a high volume of documents, forms, and files from citizens applying for, and inquiring about government programs. DocAI for Government solves document workflow bottlenecks by using AI-driven automation to reduce complexity and errors, so agencies can deliver critical services to constituents in a timely manner.



### Challenges

#### Overburdened agents

Agent time spent on manual data entry, indexing, and matching, which results in preventable errors

#### Fraud

Manual processing of document-centric workflows often misses fraudulent submissions

#### Volume & flow

Applications and verification documents are often received at different times throughout manual workflows

#### Status-tracking

Monitoring the status of each document is essential to constituent support workflows

#### Time sensitivity

Document turnover time directly impacts the timely delivery of services to constituents and citizen satisfaction

#### Hard to integrate

Legacy document workflows are hard to integrate with contact center workflows, which serve constituents in real-time

#### Limited analytics

Legacy systems do not provide data-driven insights that could improve services over time

#### Complexity & costs

Existing systems often have to be ripped and replaced to be updated and optimized

### Why Google for document processing?

Google DocAI for Government uses machine learning to help agencies automate common tasks and document workflows such as appointment scheduling, answering frequently asked questions quickly, and online support requests like determining eligibility for programs. It gives you an end-to-end document suite that improves productivity and lowers costs. And it automatically validates inputs provided by citizens, detecting errors and blank fields, so your agents save time and improve accuracy. Lastly, DocAI effortlessly integrates with Google Contact Center AI (CCA), so you can hand-off documents to virtual agents in minutes, using your existing telephony systems and web portals.



## Use Cases

Benefits eligibility verification  
Tax forms  
Legal & court documents  
Payment processing

Medical forms  
Grant applications  
Property forms  
Security forms

Smart document classification & archives  
Intelligent back office applications  
Smart supply chain document processing

## Solution Benefits

### Reduce manual effort and time

- Automate mundane tasks and free up program specialists to work on high impact projects

### Enhance constituent experience

- Reduce delays in granting constituent benefits by quickly catching documentation errors
- Analyze uploaded documents to provide immediate feedback to citizens when they've mistakenly uploaded the wrong item
- Integrate document workflows with your customer contact center, web or chat services to reduce constituent wait times

### Improve accuracy & automate

- Increase the accuracy of document intake and reduce human errors by automatically extracting and validating key information
- Automate reminders and notifications

### Modernize with ease

- Implement in days not months
- Integrate with existing systems without rip and replace projects

## How does it work?

Google's machine learning (ML) models automatically review scanned or data manually entered by an employee, including typed and handwritten documents and images (supporting 200 typed and 50 handwritten languages). First, the solution identifies the document type (i.e. Application, Claim, Verification Document). Then, using Google's optical character recognition (OCR) and specialized ML models, it extracts data from the document, and scores it for accuracy. Lastly, it notifies an employee if more information is needed or if information inputted is incorrect, so they can notify applicants via their contact center.

### Keeping your agency's data secure

Our goal is to help you keep agency data, systems, employees, constituents, transactions safe and secure. DocAI for Government keeps your data encrypted at rest and in transit, and uses the same advanced infrastructure and security services Google uses for its own operations.

## Our Customers

The State of Hawaii built the Safe Travels program to collect and track travel and health information for all visitors. When a traveler uploaded their COVID-19 test results to their Safe Travels application, DocAI for Government would extract,, interpret, and transport that data to Google Cloud for instant analysis. While the program was active, DocAI for Government effortlessly handled over 25,000 uploads per day for the State of Hawaii.



To learn more, contact your Google Cloud sales representative to schedule a demo, and visit

<https://cloud.google.com/document-ai#section-2>