

IBM Watson Assistant for Citizens

Where we are with COVID-19:

COVID-19 has citizens looking for answers around symptoms, testing sites as well as current status of schools, transportation and other public services. They're turning to their federal, state and local health and human services operations for those answers. For instance, states are communicating COVID-19 guidance by way of setting up call centers and issuing press releases. While these measures can help address citizen questions, they require significant expense and ongoing staff training to maintain up-to-date and accurate information as this is an evolving situation.

Most common questions will require a refresh in light of the COVID-19 situation, such as:

- How do I get tested?
- Where do I get tested?
- What are symptoms?
- I traveled what do I do?
- Where are cases located in my neighborhood?
- What events being shut down?
- How long are schools shut down?

However, it's not just about providing citizens answers for COVID-19 questions, it's about preparing organizations to be resilient in the face of a new working model. People are always going to have questions. They're always going to be looking for answers. Whether you're a business that now needs to enable remote work options, or a government agency that needs to answer questions about taxes, mortgages, etc., or even just knowing how you connect your laptop to the correct server. The answers need to be readily available.



Learn more ibm.com/watson/covid-response or contact your IBM representative

Solution Overview:

To help agencies address situations, IBM has specifically designed a virtual assistant, Watson Assistant for Citizens, that is preloaded to understand and respond to common questions about COVID19 directly leveraging CDC guidance. Additionally, agencies can customize unique intents* leveraging other important information - via voice calls and digital text channels - to quickly help citizens get answers and stay informed.

Working with IBM, these agencies can:

- Scale emergency response by sharing consistent, accurate information across government agencies at all levels.
- Help citizens quickly and easily access the latest information through their channel of choice – voice or text.
- Free valuable resources by automating answers to common questions at the local level (e.g., school closures, testing sites, transportation, etc.).
- Translate national guidelines into local messaging to provide accurate answers without wait times or ambiguity.
- Dynamically update local information with the latest developments and recommendations.

Step	Day 1	Day 2	Day 3	Day 4	Day 5+
Open Account	Introduction and onboarding				
Standup Watson	Deploy Instance				
Text	Provide overview of WA	Configuration			
Voice	Provide overview and Demo of Watson Assistance for Voice Interaction			Deploy Voice	
Testing	Walk the customer through a testing cycle				
Content Development			Show customer how to update / modify intents and Entities		
Support					Support

Our Offer:

To help alleviate the burden on already taxed government agencies, IBM is offering Watson Assistant for Citizens via the IBM Cloud available for no charge for at least 90 day, and will assist with initial setup. This offer will include:

- Access to 15 pretrained COVID-19 intents in English and Spanish, for both text and speech deployment.
- Initial set up and deployment of pretrained intents is FREE.
- FREE access to experts for first 90 days via Expertise Connect.
- Preapproved, discounted pricing for up to 12 additional months after no charge period ends.
- IBM mobilization squad available to provide additional customization for a fee.
- IBM mobilization squads ready to engage on a pre-procurement basis.

*Intents are purposes or goals that are expressed in a customer's input, such as answering a question on billing or asking for the address of the nearest hospital. By recognizing the intent expressed in a customer's input, Watson can choose the correct dialog flow for responding to it.

