

Total Experience

TX SLG AI Agents

THE CHALLENGE

State and local governments serve constituents across many programs while navigating fragmented knowledge, case, payment, permitting, licensing, and employee systems. Residents struggle to find the right agency, submit or track requests, pay obligations, apply for benefits, and receive timely updates, driving repeat contacts and staff workload.

THE SOLUTION

Citizens do not navigate government by agency structure—they begin with an intent. The SLG AI Agent portfolio organizes use cases around five recurring journey moments: finding the right service, submitting a request, resolving an obligation, applying for support or records, and securing approvals. Every stage maintains status visibility, proactive updates, and human escalation.

- ◆ **Find Information or the Right Service (311 Front Door & Library):** Answers approved questions and routes constituents.
- ◆ **Report an Issue or Request Service (311 Service Request, Waste, Public Works, Animal Control & Police):** Creates and tracks cases, with urgent escalation.
- ◆ **Pay or Resolve an Obligation (Property Tax & Parking Violation):** Explains balances and options; supports payment, disputes, and status.
- ◆ **Apply for Benefits or Request Records (Social Services, Benefit & Eligibility, Records Request):** Screens eligibility, guides document capture, and tracks cases.
- ◆ **Secure a Permit, Inspection, or License (Permit & Inspection, DMV & Licensing):** Explains requirements, schedules appointments, and tracks status.
- ◆ **Get Employee Support (IT & HR Self-Service):** Resolves access, payroll, benefits, and ticketing needs; escalates with context.

KEY BENEFITS

- ◆ **Better Constituent Experience:** Omnichannel self-service and proactive updates reduce friction across high-demand services.
- ◆ **Operational Efficiency:** Automated intake, routing, transactions, and case updates reduce repeat contacts and resolution time.
- ◆ **Scalable Across Agencies:** Connects knowledge, case, payment, permitting, licensing, HR, and IT systems with human escalation.

WHY PRESIDIO

Presidio's Total Experience (TX) practice is a mature organization with a 20-year track record of delivering innovative solutions across three key disciplines: Customer Experience, Collaboration & Immersive AV, and Workforce AI & Productivity. We empower organizations to achieve their digital transformation goals by leveraging our expertise and strategic partnerships to serve more than 6,000 clients and support millions of users, devices, and agents.

ONE AI, EVERY INTERACTION

Fragmented systems force residents to hunt across agencies while staff drown in repeat requests. TX SLG AI Agents unify knowledge, case, payment, permitting, and HR/IT systems into six intent-based agents that resolve requests end-to-end. The result: faster resident experience, lower staff workload, and a scalable model across agencies.

Let's pilot this together.

Contact Presidio today:
www.presidio.com/contact-us