

VOICE AI FOR CITY SERVICES

Answer more resident calls without growing the queue.

CivicVoice AI helps municipalities provide conversational voice self-service for common city questions, service requests, permit inquiries, and after-hours support while routing complex needs to the right staff or existing contact-center workflow.

Discuss This Use Case

Explore ArtifexIT

CV

Expand access while protecting staff capacity.

City departments receive high volumes of repetitive calls, especially for status questions, hours, requirements, routing, and service information. CivicVoice AI provides a governed voice layer that can handle routine interactions, capture context, and escalate when human assistance is needed.

- + **Reduce Routine Calls:** Automate common informational and status interactions.
- + **Extend Availability:** Provide approved self-service outside normal business hours.
- + **Improve Routing:** Capture intent and direct residents to the right department or workflow.
- + **Improve Consistency:** Deliver configured, repeatable answers across common service topics.

Reduce Routine Calls

Automate common informational and status interactions.

Extend Availability

Provide approved self-service outside normal business hours.

Improve Routing

Capture intent and direct residents to the right department or workflow.

Improve Consistency

Deliver configured, repeatable answers across common service topics.

CORE CAPABILITIES

Focused automation for a real municipal operating problem.

CivicVoice AI is designed as a modular capability within ArtifexIT's secure municipal AI approach - improving the workflow around existing systems rather than forcing a wholesale platform replacement.

01

Conversational Voice Assistant

Handle natural-language resident interactions through approved voice channels.

- + Common service questions
- + Permit / request status patterns
- + Department information

02

Smart Call Routing

Understand intent and route calls or cases appropriately.

- + Department routing
- + Escalation rules
- + Context preservation

03

After-Hours Service

Provide configured answers and request capture when offices are closed.

- + 24/7 self-service
- + Message / request capture
- + Next-step guidance

04

System Integration

Connect to approved service and status systems where appropriate.

- + 311 / CRM
- + Permitting
- + Work orders / notifications

05

Contact-Center Compatibility

Integrate with existing telephony or IVR environments where technically supported.

- + Existing call flows
- + Transfer / escalation
- + Platforms such as Selectron where applicable

06

Service Analytics

Identify call drivers and opportunities for process improvement.

- + Intent trends
- + Deflection patterns
- + Escalation analysis

DESIGNED FOR GOVERNMENT OPERATIONS

Connect the people, process, and systems already in place.

Resident Services

311 / CRM

Contact Center

Permitting

Work Orders

After-Hours Support

Secure Municipal AI

Voice Automation

WHY ARTIFEXIT

Practical AI. Government context. Vendor-neutral execution.

ArtifexIT combines public-sector operational knowledge with AI, workflow automation, systems integration, project leadership, and governance. The objective is measurable improvement without adding unnecessary complexity or locking the organization into a single platform.

01

Municipal service focus

Designed around the real reasons residents call city departments.

02

Augments existing channels

Adds intelligent self-service without requiring a full contact-center replacement.

03

Controlled responses

Use approved city information, system data, and escalation rules.

04

Human handoff

Complex, sensitive, or policy-dependent issues can transfer to staff.

05

Actionable analytics

Use call patterns to identify recurring service and process issues.

SECURE MUNICIPAL AI FOUNDATION

Governance and security are part of the architecture.

ArtifexIT's municipal AI foundation is designed around controlled access, transparency, integration, and responsible human oversight.

Foundation capabilities

Deployment and integration are tailored to agency requirements, existing architecture, data sensitivity, and governance policies.

Role-Based Access Control

SSO / MFA Integration

Encryption & Secure Data Handling

Audit Trails & Activity Logging

Human-in-the-Loop Controls

AI Governance & Usage Policies

ERP / GIS / CRM / Permitting Integrations

Operational Analytics & KPIs

IMPLEMENTATION APPROACH

Start focused. Prove value. Scale responsibly.

A use-case-led rollout helps agencies address a visible pain point first, measure results, and build the governance and integrations needed for broader adoption.

STEP 01

Prioritize

Identify high-volume call types and service opportunities.

STEP 02

Configure

Define approved content, intents, routing, and escalation rules.

STEP 03

Integrate

Connect telephony and authorized city systems.

STEP 04

Launch

Roll out targeted voice self-service use cases.

STEP 05

Optimize

Review call analytics and expand successful interactions.

ARTIFEXIT | CIVICVOICE AI

See how CivicVoice AI can expand resident self-service and reduce repetitive call-center workload.

Contact ArtifexIT

Contact ArtifexIT to discuss the current process, integration environment, security requirements, and a practical path to pilot and deployment.