

# Revolutionizing Service for the Public Sector: Why Government Needs Intelligent Virtual Assistants Now

## Executive Summary

Traditional tools such as legacy interactive voice response (IVR) systems and manual call handling are no longer sufficient to meet the demands of today's public sector contact centers. Citizens expect fast, accurate, and convenient service across both digital and voice channels – similar to the seamless experiences provided by leading consumer brands.

At the same time, public sector organizations face increasing pressure to adapt quickly, manage costs effectively, and maintain compliance. Next-generation intelligent virtual assistants (IVAs) and AI-powered chatbots offer a transformative solution that addresses these challenges.

## Why Do Public Sector and Government Need IVAs Now?

Citizens demand quick resolutions, self-service options, and minimal need for human intervention. IVAs make this possible, reducing costly escalations while improving satisfaction. Legacy IVR systems, with rigid menus and long wait times, are expensive to maintain and slow to update, often requiring agent involvement. Modern IVAs deliver natural, conversational interactions and integrate easily with existing infrastructure without the need for a disruptive rip-and-replace project.

## At Your Service: The Key Benefits of IVAs in the Public Sector

IVAs are transforming how public sector organizations and government contact centers serve citizens. The latest generation of IVAs is AI-powered, enabling natural, conversational interactions across both voice and digital channels. This helps you eliminate frustrating and costly experiences, like repeating information or waiting for an agent.

- Up to **100%** of interactions automated
- **85%** containment rate
- **3x** increase in agent capacity

IVAs help deliver consistent support across web, mobile, Facebook, WhatsApp, SMS, and voice, ensuring accessibility for all. This is especially important in the post-COVID era: during the pandemic, many previously “digitally excluded” citizens began using applications such as WhatsApp and Facebook Messenger, and they have continued this behavior, providing an untapped opportunity for government services.

Beyond improving citizen experience, IVAs drive significant cost savings by reducing escalations and automating up to 100 percent of interactions. Real-world results show containment rates as high as 85 percent, tripled agent capacity, and higher satisfaction scores.

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# Executive Perspective

## How Can Verint Help?

Verint® Intelligent Virtual Assistant™ (IVA) delivers a secure, scalable, and proven solution trusted by leading organizations across industries. The solution deploys easily without disrupting existing systems, blending advanced natural language understanding with generative AI for natural, compliant conversations. Purpose-built chatbots handle tasks end-to-end, from booking appointments to processing payments.

Historically, public sector adoption has lagged due to concerns about generative AI and compliance risks. However, this is changing rapidly as agencies recognize the need for modern, citizen-friendly experiences and see successful implementations in the private sector. With hundreds of turnkey integrations for CRM, ACD, and legacy systems, Verint offers a clear path to modernization, backed by recognition from industry analysts as a conversational AI leader.

Public Sector organizations can easily use Verint IVA for:

- **Digital Self-Service:** Automate inquiries on websites, social media, and social messaging apps.
- **Voice Self-Service:** Enhance your IVR with conversational AI for faster resolution.
- **Agent Assistance:** Increase capacity and improve quality with an agent copilot that automates tasks and offers real-time guidance.

IVAs are a necessity for public sector organizations committed to delivering superior citizen experiences while controlling costs. By adopting Verint IVA, government agencies can modernize service delivery, empower agents, and achieve measurable outcomes without disrupting existing systems.



Learn more at  
[www.verint.com](https://www.verint.com)

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