



Streamline access to voting resources

Empower citizens with Conversational AI, out-of-the-box templates and more

Empowering citizens

Elections are essential to allow citizens to shape the country they live in and ensure their voices are heard. It is our responsibility to ensure that every citizen is given the resources they need to make informed choices and exercise their right to vote on election day.

Despite the enthusiastic support of volunteers, elections add significant workloads for local councils and increase pressure on already stretched departments. Streamlining the provision of voting information reduces workloads and improves citizen access to the information they need.

Out-of-the-box templates

Using the power of Conversational AI and automation, 8x8 has built a library of out-of-the-box templates to support local government and improve citizen access to important information.

Ballot it! Is a ready-made template that provides citizens with an easy-to-use online experience to access resources about upcoming elections 24/7, through a series of quick links and customisable information.

Citizens can find out everything they need to know about the candidates, how, where and when to vote and how to manage voting preferences so they can make informed decisions and exercise their right to vote.

Key benefits

- **Increase accessibility** to information about upcoming elections.
- **Streamline resources** with a single access point for publicly available information.
- **Customise information** with links to specific local projects and candidate information.
- **Reduce workloads** with a message to direct citizens to the online resources.
- **Empower citizens** with 24/7 access to resources to enhance knowledge and manage voting preferences.

80%

of interactions were successfully handled without agent intervention*

*Source: 8x8 Westminster City Council

For more information, call 020 3989 4981 or visit [8x8.com](https://www.8x8.com).

Intelligent Customer Assistant (ICA)

Local governments are under immense pressure to stretch budgets and find innovative ways to deliver citizen services. With **8x8 Intelligent Customer Assistant (ICA)** it's easy to do just that.

8x8 Intelligent Customer Assistant can be used across voice and digital channels to take care of the common questions local governments face. Routine calls are deflected from busy contact centre agents allowing them to spend their time on the interactions that require human intervention.

Plug-and-play

Based on an extensive study of local government conversations and call volumes, a set of user-friendly, plug-and-play templates have been designed to speed up the adoption of AI-powered automation within the public sector.

Skip the complexity and jump straight in to build a highly scalable, always-available experience to address citizen questions, provide valuable insights and improve operational efficiency.

Skip the complexity with 8x8 Conversational AI templates for local government



Ballot it!

Provide information about candidates and how to vote



Route it!

Assist with routing calls to specific depts



Report it!

Report an issue or incident



Recycle it!

Find information about recycling and refuse services



Ask it!

Answer a simple list of FAQs



Book it!

Book an appointment or re-schedule a visit

“The number of queries coming into 8x8 ICA has surpassed our expectations.”

Roshna Al-Ajeeli, Smart City Delivery Manager, Westminster City Council

Find out more about [8x8 solutions for the UK public sector](#)

