



E-Gov Link's Voice Integration Service

Embrace the latest technology and give citizens the service they're counting on.

Digital assistants such as Amazon's Alexa and Google Assistant have launched a technology trend that's becoming a staple for the way people look for information and service.

E-Gov link now has a skill for Amazon's Alexa *and* an action for Google Assistant. Local governments can take advantage of this technology and provide hands free 24/7 service to citizens, while saving staff time!

Here are some ways local governments are benefiting from voice integration service:

- Citizens can interact with City Hall any time of day in the comfort of their home, just by asking Alexa or Google to open E-Gov and tap into information they seek:
 - ✓ Updates on Local Events
 - ✓ Access to Report Concerns
 - ✓ Updates on Community Issues
- Can be used as a digital assistant in the office, equipped with a wealth of hands free information for staff and visitors
- Save staff time in helping eliminate daily, mundane phone inquiries
- Staff and citizens can access sought out information while on the go through Google Assistant on mobile devices
- Create a buzz and engage with your community using cutting-edge technology
- Build trust with your community in providing 24/7 easy access to the information they want
- Stay current on what information citizens are searching

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E-Gov Link's Voice Integration Service can be a brilliant addition to your team!

Save staff time while providing citizens hands free 24/7 service!

This is the future!



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E-Gov Link
Voice Integration



Here are some examples illustrating the types of questions *E-Gov Link's voice integration* can answer instantly at the citizens prompt,

- ❖ *Can you report tall grass at 625 Maple Street?*
- ❖ *Can you report a pot hole at the corner of 9th and Liberty Street?*
- ❖ *Where do I vote?*
- ❖ *How do I file a private complaint?*
- ❖ *What is our branch Library's phone number?*
- ❖ *Who are the town council members?*
- ❖ *When is the next council meeting?*
- ❖ *When is my property tax bill due?*
- ❖ *What are the Trick or Treat hours this year?*
- ❖ *Can you reserve the township lodge hall for me on October 28th?*
- ❖ *Can you report a traffic light out at the corner of Main and 1st street?*
- ❖ *Are the soccer games rained out?*
- ❖ *What events are happening in our Township this weekend?*
- ❖ *Do I need a permit for a new deck?*
- ❖ *Where is the Farmers Market?*
- ❖ *When will you plow my street?*
- ❖ *Where do I obtain a marriage license?*
- ❖ *How long will Lake Street be closed?*

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Here's some feedback we have received about *E-Gov Link's* Voice Integration Service:

- *Our staff thought it was pretty cool!*
- *This is the future!*
- *Our FAQ's now benefit website users and Alexa users!*
- *Having the ability to view queries is a great way for the city to see what information people are searching*
- *It will be an extremely helpful tool for any user!*

Don't be left behind! Embrace voice interaction technology today and be on the forefront as this technology inevitably becomes a means of communication your citizens will rely upon for daily interactions.

E-Gov Link helps local governments get the most out of their technology investment. We are always looking for ways to help improve citizen service and save staff time.

[Build a Stronger Link to Your Community with E-Gov Link!](#)

Create a more user-friendly experience
Provide residents more self-service options
Save staff time and increase productivity

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