Microsoft

Four key ways to use Artificial Intelligence (AI) in government

Improve community engagement and address societal challenges

Governments around the world are transforming public services with the help of AI
Here's how your agency can get started today

Enhance service experiences
Empower the public and save people time by providing fast access to self-service tasks, transactions, and commonly requested information.

13k
alerts generated that prompted clinical interventions by a self-service, AI-powered health system[1]

Analyze vast amounts of data
Unlock insights to act quickly using data that would otherwise require painstaking manual analysis.

84%
improvement in audit efficiency using an AI-powered tax processing system[2]

Increase internal efficiency
Support employees with AI-powered processes that minimize administrative burdens, burnout, and silos across departments.

20k
service help calls automated with AI and machine learning[3]

Aid the creative process
Accelerate writing and communication tasks by leveraging helpful first drafts, outlines, memos, and whitepapers.

96%
decrease in steps to manage briefs and correspondence (from 51 to 5)[4]

Discover how advanced **AI capabilities** in a hyperscale cloud can reshape government operations and services.

Responsible AI   **Our Approach**   **Resources**