

AI-POWERED VIRTUAL AGENT NETWORK HELPS ENTREPRENEURS SET UP BUSINESS

VIDEO TRANSCRIPT

With a bold vision of human-centric society, ready to respond to the challenges of both today and tomorrow, the Finnish government joined the global race to attract the world's most forward-thinking talent.

Tuija Pajukka, Customer Services Manager, Finnish Patent and Registration Office:

We, the three government agencies, understood that we needed to unite our efforts and put the customers at the heart of our services in order to support them better.

The Finnish Immigration Service collaborated with Accenture that then evaluated and brought in a start-up called boost.ai. Next, they started co-operating with the Finnish Patent and Registration Office and the Finnish Tax Administration. In only 3 months, this ecosystem of organizations created one of the world's first known AI-driven Virtual Agent Networks to help foreigners set up businesses in Finland - turning a fragmented process into one that was seamless and easy.

Vesa Hagström, Chief Digital Officer, Finnish Immigration Service:

Accenture – together with boost.ai – responded to innovation challenge given. There were no virtual assistant networks available before. They created something unique from innovation to implementation.

Tuija Pajukka (Finnish Patent and Registration Office):

The aim of our virtual assistant network was to bridge the gap between the users' needs and the government administration.

Starting Up Smoothly is a unique network of artificial intelligence.

Milja Kiviranta, Development Specialist, Finnish Tax Administration:

Regardless of which agency's virtual assistant a customer engages first, it makes sure that the question will be answered by the right agency, within the same chat window, around the clock.

Vesa Hagström (Finnish Immigration Service):

Customers don't need to worry about trying to navigate government departments themselves as the network does it for them.

Not only do the virtual assistants serve in different languages but they offer fast and efficient service for the end-user. The individual agencies do not need to share data between each other – instead, the AI network directly connects the customer and the right agency.

Tuija Pajukka (Finnish Patent and Registration Office):

The technology that underpins this innovation is so revolutionary that we see endless opportunities to apply it.

Milja Kiviranta (Finnish Tax Administration):

This is a great example of government, technology companies and start-ups working together to create solutions to improve lives of our citizens.

Vesa Hagström (Finnish Immigration Service):

The lessons we've learned: Have a vision. Be brave. Be ambitious. Have a limited but challenging scope. Start – don't just plan. Experiment. Learn. Scale up.