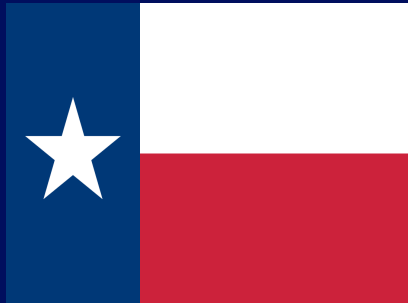


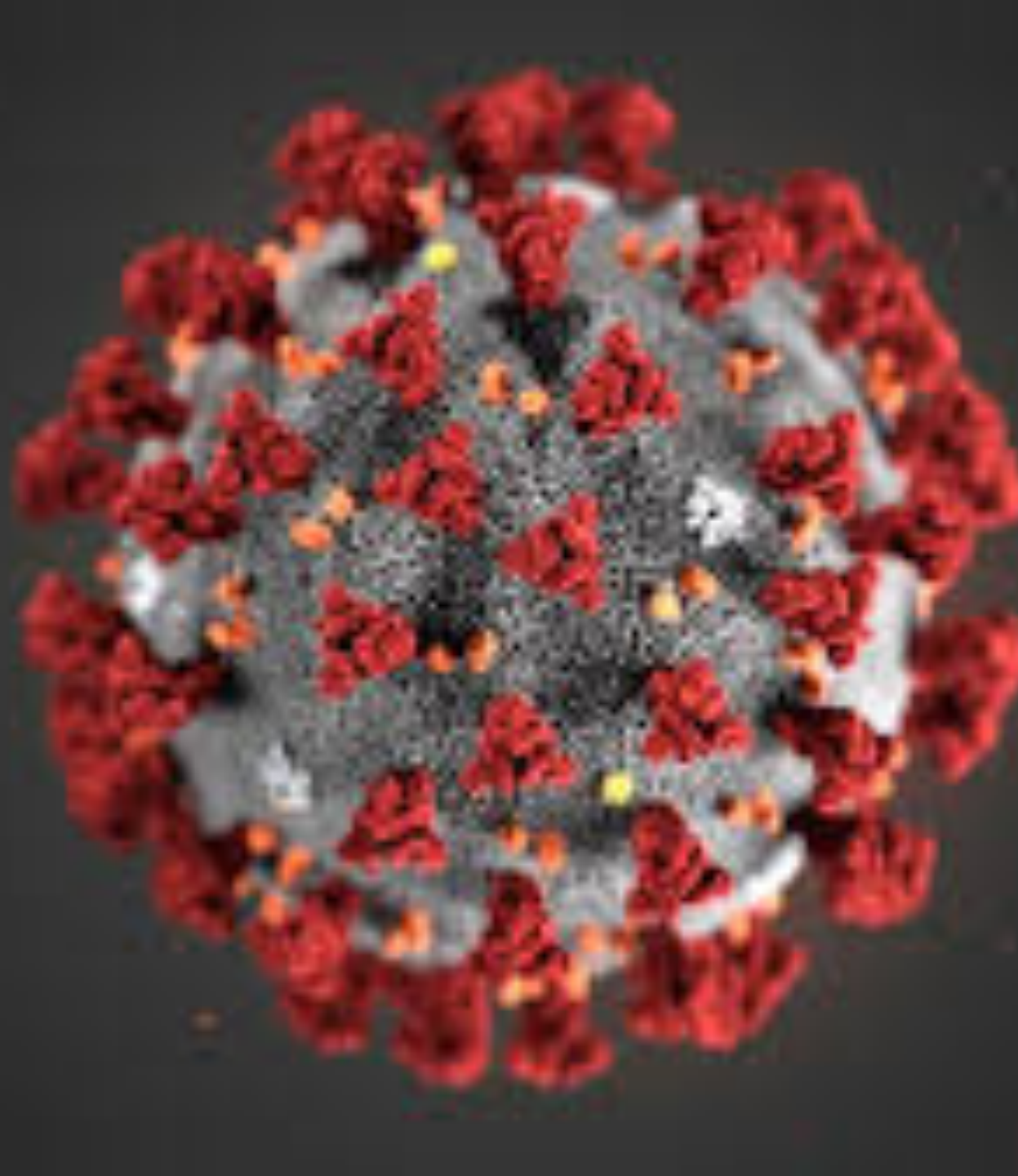
IBM Watson
for Citizen Self-Service

Texans Helping
Texans deal with COVID-19



Current disruption

- Residents need access to consistent yet ever changing information and orders
- Employees working from home are generating larger volumes of help requests
- Cities/Counties need the capability to deliver said information and support but face constrained agency resources



How IBM can help

Watson AI virtual assistant technology

- Web or call-based access to most current COVID-19 related information
- Tailorable Q&A services for agency specific needs
- Flexibility to change/modify/update information by agency officials in response to citizen demand
- Multi-lingual out of the box
- Scalable and secure in IBM's cloud



Answer Citizen Questions on:

- What should I do if I feel ill...
- How do I get a Service when...
- Are you open.... When are you open...
- When can I expect....



Texans Helping Texas!



What is IBM Watson Virtual Assistant?

An enterprise-grade artificial intelligence (AI) Agent that helps organizations transform the citizen experience by delivering 24/7 proactive and personalized services while ensuring data privacy.

- Learns with less data than competition
- Disambiguates when unsure
- Can change topics
- Walks users through processes
- Multi-lingual – 11 Languages
- Recommends ways to improve your system
- Is omni-channel (voice and/or web)
- Can be deployed on highly *scalable and secure* infrastructure in IBM Cloud



Let's Take a Look - Example Web Site with COVID BOT Enabled



Williamson County, Texas

Elected Officials

Residents

Departments

Business

How Do I

| Login

I want to...

Search...

COVID-19 Assistant

Get CDC Information

Get Local News Updates

Local Screening

what should I do if I think I have corona?

Call your doctor or schedule a virtual visit with a medical professional. Given heightened threat of coronavirus and the stress on the healthcare system, do not go to a doctor's office, urgent care center or hospital emergency department without calling first.

How do I tell if I have COVID?

Symptoms of the coronavirus (COVID-19) can look similar to the flu and other common ailments. Let's start with the most indicative symptom.

Do you have a fever?

Yes

No

THANKS IBM!



For more information about COVID-19 please visit our dedicated COVID-19 page.
For a list of frequently asked questions, go to <http://www.wilco.org/covid19faqs>.

For non-emergency questions, please call the Williamson County COVID 19 information center: 512-943-1600. It is currently operating daily from 9am to 5pm. For more information, visit www.wilco.org/covid19.

For non-emergency health related questions, please call the Williamson County & Cities Health District: 512-943-3100.



01-21



Texans Helping Texas!



JUST ANNOUNCED!

Out-of-the Box Texas cloud-based
COVID Assistant solution summary

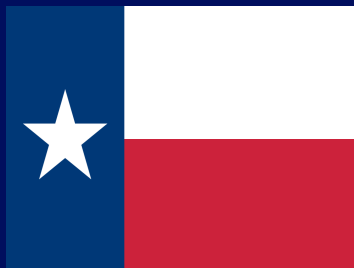


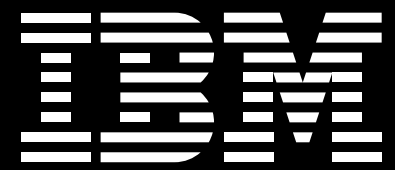
AI / Watson (COVID-19) Virtual Assistant

Free thru end of June

Unlimited capacity to IBM's Watson Assistant, Voice Integration, and Discovery services for initial 90 days FREE.

- Access to 15 pretrained COVID-19 intents in English and Spanish, for both text and speech deployment.
- Initial set up and deployment of pretrained intents.
- Access to experts for first 90 days
- IBM mobilization squad available to provide additional customization for a fee
- Advanced support available for Additional Charge





Appendix

IBM Industry Leadership

Forrester Wave™ and Forrester New Wave™ Leaders

IBM Watson Studio:
Multimodal Predictive Analytics and Machine Learning Solutions

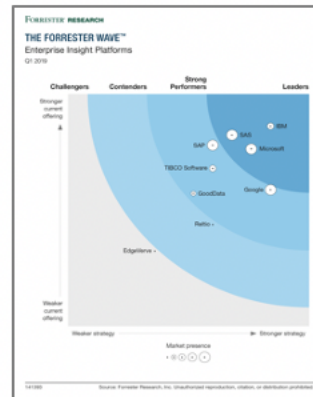
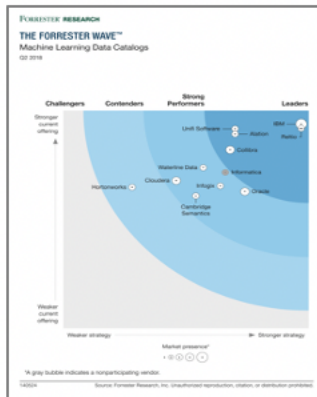
IBM Watson Knowledge Catalog:
Machine Learning Data Catalogs

IBM Cloud Pak. for Data:
Enterprise Insight Platforms

IBM Watson Assistant:
Conversational Computing Platforms

IBM Watson Discovery:
Cognitive Search

IBM Watson Discovery:
AI-Based Text Analytics Platforms



IBM #1 in AI Market Share



Industry Awards



A'DESIGN AWARD

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