InterVision

Engage with Citizens Affordably and Efficiently

Revolutionize citizen engagement with ConnectIV CX™ for Community Engagement, powered by Amazon Connect. Engage with your community in their preferred ways, expedite resolutions with intuitive and user-friendly solutions, and scale effortlessly with AI-driven features as your organization expands.

Learn more

Advanced Capabilities for Enhanced Civic Services

Gain crucial insight into community needs and streamline service delivery by employing GenAI bots to alleviate agent workload, all while cutting costs and gaining the expert insights needed for long-term success.

Omnichannel Accessibility

Phone & Chat: Enable easy citizen access through phone calls and web/mobile chat

Text Message Response: Provide information via SMS for added convenience

AI-Enabled Efficiency

GenAI Bots: Accurately recognize citizen requests with GenAI intent recognition

Agent Assistant: Streamline agents' search for real-time municipal info during conversations

Conversational Analytics: Explore citizen and agent conversations and sentiment

Real-Time Data Management

Centralized Dashboard: Track issues and responses in real-time

Analytics & Reporting: Gain insights for continuous service improvement

Integration Capabilities: Seamlessly connect with other municipal systems

Community Engagement Tools

Feedback System: Provide residents an avenue to voice their concerns and feedback

Notification Services: Keep the community informed with alerts on important updates

Educational Resources: Inform residents about city services and share helpful resources

Rapid Deployment

Streamlined Setup: Quick and easy deployment with tailored modules for civic service needs

Predefined Intents: Rapidly train the system to address common local non-emergency situations

Customizable: Easily adapt the system to align with municipal specifications and requirements

Take the first step to transforming civic service standards. Learn more