Government Experience Agent (GXA)

The best answers for residents — instantly.



The Challenge

Today, residents expect quick, clear, and accurate answers — whether speaking to a live agent or interacting with a digital one. Traditional website navigation becomes doubly frustrating when government information is hard to find, while call centers are overwhelmed with repetitive questions that pull staff away from high-value work. In response, AI is rapidly finding its way into agencies to improve efficiency, but too often it's through disconnected tools and isolated point solutions.

The risk is no longer adopting AI, but adopting it without the governance and operational control needed to ensure consistency, accountability, and trust — all while staffing call centers and counters remains costly and resource-intensive.

Governments need governed, purpose-built AI that returns hours back to staff.

Introducing Government Experience Agent

Government Experience Agent (GXA) from Granicus unlocks a new era of policy-aligned, equitable self-service across voice, web chat, SMS, and WhatsApp — purpose-built specifically for the needs of government.

Deep connectivity to **Government Experience Cloud (GXC)** and your other systems of record ensures GXA delivers secure, reliable, and fully traceable interactions — from trash and recycling schedule questions to utility billing support, permit and inspection requirements, 311 service requests, and even City Council agenda.

GXA brings **always-on, 24/7 digital service** to your residents while lowering operational strain, improving customer experience, and helping you modernize how you serve.

Imagine If You Could...

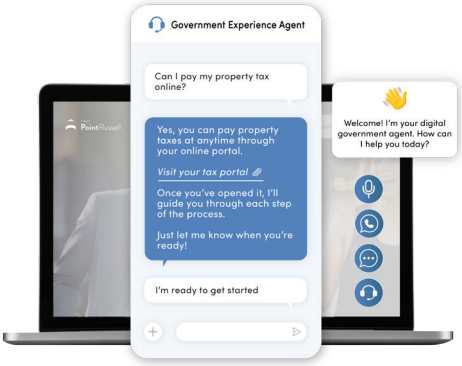
For residents:

- **Get clear, accurate responses 24/7 across voice, web, and text** — without visiting an office, navigating menus or running into dead ends.
- **Receive consistent guidance** that reflects current policies and real service status.
- **Ask questions, request services, and get results** in up to 75 languages.
- **Get seamless escalation** to a human when needed.

For staff:

- **Meet accessibility requirements by default** with WCAG 2.2 AA-compliant digital service.
- **Deploy AI confidently with built-in governance**, ensuring accuracy, explainability, and alignment with agency policies.
- **Reduce repeat questions** by connecting inquiries to approved content and workflows.
- **Eliminate manual triage, copy-paste responses, and follow-ups** caused by incomplete or incorrect requests.
- **Maintain accountability and oversight** as demand scales.
- **Streamline high-volume services** such as permitting, service requests, public records requests, meetings, and agenda management.
- **Deflect routine calls and inquiries by resolving more requests digitally** — reducing contact center load while improving response times.

Introducing a new type of civic experience agent — helping governments meet residents with intelligence, empathy, and simplicity.



Why GXA?

Trusted Answers, Tailored for Government

Unlike commercial chatbots, GXA is built for government accountability and understands the unique tone, structure, terminology, context, and regulations of public sector communication.

Always Accurate, Always On

Residents get 24/7 access to the right information, dynamically pulled from approved sources — city and county websites, internal documents, data systems, and more — under full admin control.

Unmatched Expertise

Granicus' approach to AI is informed by decades of experience supporting government programs at scale, drawing on real resident and staff interactions across services, channels, and jurisdictions — ensuring responses reflect how government actually works.

Expert-Powered Collaboration and Optimization

Granicus experience experts establish content governance best practices, test models, ensure organizational readiness, and involve and train frontline staff, helping agencies reduce risk, improve accuracy, and continuously optimize GXA based on community behavior and agency priorities.

Responsible, Transparent AI

GXA protects PII, avoids misinformation, and is governed by public sector-grade transparency and compliance controls. Customer and resident data is protected and never used to train or otherwise integrated into the underlying GXA platform or LLMs.

One Partner. Multiple Agents

You gain a single, scalable partner — backed by an innovation roadmap that includes rapid development cycles and agentic expansion for both citizen- and staff-facing use cases, all built to meet residents and teams where they are.

"This is a platform more than a technology. It's an investment more than a purchase. This is an enterprise level solution that needs enterprise level governance. I'm glad that we have taken our time with this deployment and we've done adequate testing, with the support of the Granicus team all the way through."

Crystal Sprague, Director of Performance and Innovation, Unified Government - Wyandotte County/Kansas City, KS

GXA Key Features

- Intent aware prompt engineering
- Natural language understanding and multilingual support
- Powered by multiple jurisdiction-specific, curated sources under your control
- WCAG 2.2 AA accessible
- Continuous tuning and human oversight from Granicus experience experts
- Transparent records and retention
- Admin Control Center to access data insights and adjust sourcing and branding

SMARTER, SAFER AI FOR GOVERNMENT.

Improved customer experience through better access and faster answers.

Reduced cost to serve by deflecting calls to digital self-service.

Increased operational efficiency by freeing staff to focus on high-value work.

Ready to modernise your resident experience?

Contact us

GRANICUS

Visit granicus.com/GXA or email us at info@granicus.com.

Built on Amazon Bedrock

aws PARTNER Public Sector