

Workshop To explore AI driven Voice Assistant /interface for service delivery through UMANG

Introduction

Unified Mobile App for New-Age Governance (UMANG), project has been conceived to achieve the vision of Hon'ble Prime Minister, which will "Fast Track" Mobile Governance in Country with lower 'over all' cost to Nation. It is an initiative to build a common, unified platform and common mobile (on Android, iOS and Windows) and web app to facilitate single point access of major Government services through mobile.

UMANG, currently, has more than 300 services from 66 departments of 17 States. Its user base has crossed 78 lakh and is continuously growing. Currently, the app targets smart phone users assuming these users are able to read and therefore, are able to avail the services offered through the app. However, recent developments have shown that in addition to icons and text based interactions with users, advanced apps are providing voice based interactions. This is largely to enhance user experience, and therefore the usage reach of the app to a much larger user base. In this light, UMANG app envisages to enable support for voice based interactions with the end-user especially for people, less educated, blind or using vernacular languages, and who may face difficulty in entering text in UMANG application and are more comfortable in using voice interaction.

This facility will help target next user base of about 200 million and help us move beyond big urban areas. Multiple language based search of services is also necessary as it is reported that Hindi user base is likely to outgrow English user base in next few years along with Marathi and Bengali. The next wave of growth of internet users is likely to come from tier 2 cities and majority of these current internet users are native/vernacular language speakers which is further ncreasing. Given the complexities in typing on vernacular keyboards, voice will become a preferred interface for new users.

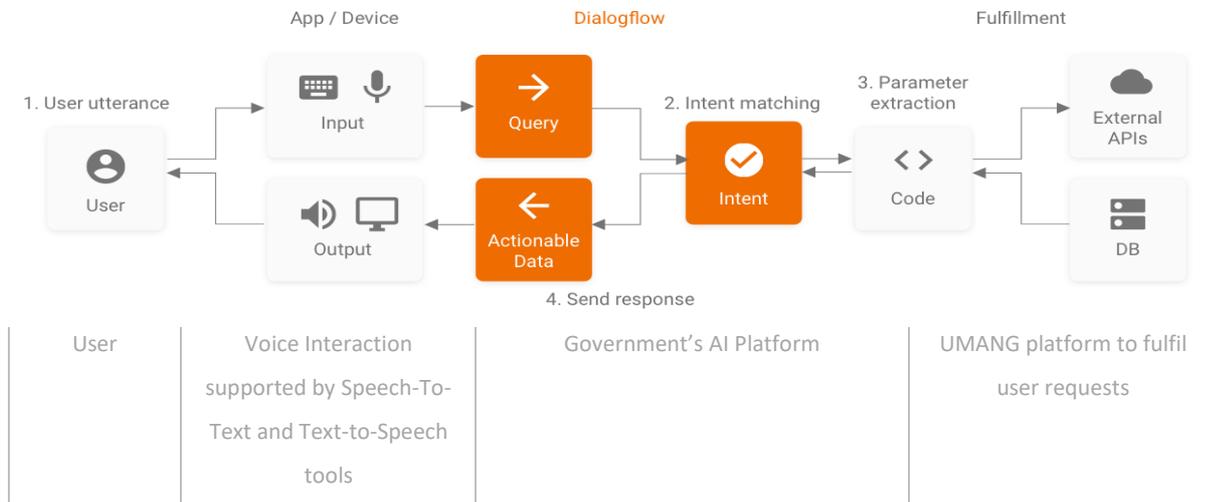
Agenda

For this, solution can from use of Artificial Intelligence (AI). In this case, voice bots powered by an AI platform which can be developed and trained to specialize in Government-User interactions and integrating such platform to Speech-To-Text tools. The service a user request (text or spoken) following are required:

- Tool to manage user interaction: UMANG App through text or spoken user requests.
- An Agent (Powered by AI platform): This converts user utterances to actionable data based on intents. This can be trained as per the requirements.

- Fulfilment of the user request: Envisaged to be done by UMANG platform.

Below is an illustration (using diagram provided on Google’s Dialogflow platform) for better understanding of the concept.



To explore the solutions available in this space and brain storm with the technology vendors a half day work shop is proposed on 4th Oct, 2018 (see attached Agenda) at Electronics Niketan, Ministry of Electronics and IT. The objective will be to understand the solutions available in market so that we can finalize our requirements accordingly and plan for POC or actual deployment.

Note:Please limit participation to maximum of 2 members from each organization.

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