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This is a message from New Zealand.
He aha te mea nui o te ao? He tangata, he tangata, he tangata!

What is the most important thing in the world? It is people, it is people, it is people!
Te Tiriti o Waitangi

Agreement in 1840 between Māori and the Crown:

- Rangatiratanga
- Equity
- Active protection
- Options
- Partnership
Māori Data / Sovereignty / Governance
Transforming services and engagement outcomes through new models of inclusivity
Services and Engagement
Engagement methods

1. Face to face / Call Centre
2. Online Forms
3. Beautiful Engagement Platforms
4. Next Generation Conversational
‘I know a person when I talk to it’

A Google engineer thinks its AI has come to life. Does anyone believe him?
Trends in online engagement
Barriers to online engagement

1. Digital Divide
2. Engagement Fatigue
3. Language and Culture
4. Transactional Relationships
Next generation online engagement
AI-Powered Insight

Feedback Sample Dashboard

What changes has covid-19 brought to your personal life?

- I just said that I can’t go out as much
- I moved country
- I spend more time at home and with family but haven’t seen my friends in a long time
- More Balance

Have any changes been for the better?

- Yes 70.39%
- Maybe 17.65%
- No 11.66%

Tell me more about what’s going well or what can be better?

- I just said that I can’t go out as much
- I moved country
- I spend more time at home and with family but haven’t seen my friends in a long time
- More Balance

% Users completed: 32%

Users talked about “Personal”: 36
AI-Powered Public Consultation
Hi! I'm Frankly.

I'm a conversational agent created to help hear from communities and leave no voice behind.

I have some questions I'm keen to ask you.

Are you ready to get started?

Let's get started  Not right now

Type something...
Case Studies
“Talanoa” Samoan User Feedback

“They innovation of the Talanoa Chatbot as a platform to pass cultural, community related information is uniquely creative and successful in its delivery.”

“The Talanoa Chatbot successfully uses Samoan conversational techniques periodically to check for participant understanding and clarity of questions asked. This consensual and interactive dialogue is very much part of the fa’asamoa or Samoan way so it is a great approach that helps participants to feel comfortable and culturally respected.”

“The Talanoa chatbot gives Samoan people a real ‘voice’ in their community through their own language so as to inform and give local government and councils a clear idea of local people’s needs and relevant concerns and issues.”
"Lost for words. This will go a long way"

“Many students were not as comfortable talking to me in English but when I start talking Creole, they are much more open and speak much more freely I’d expect that this type of technology would have a similar effect”.

“Feels like I’m talking to a Torres Strait Islander"
Barriers to better service and engagement outcomes
Transforming services and engagement outcomes through new models of inclusivity
My thoughts

1. A Smart Cities approach is finding those technologies that improve community equity.
2. Traditional hybrid online engagement methods don’t naturally lead to equity outcomes.
3. AI enables more qualitative analyses, more access to services and more ability to consider equity!
4. The future of online engagement is conversational and multicultural.

He tangata, he tangata, he tangata.