

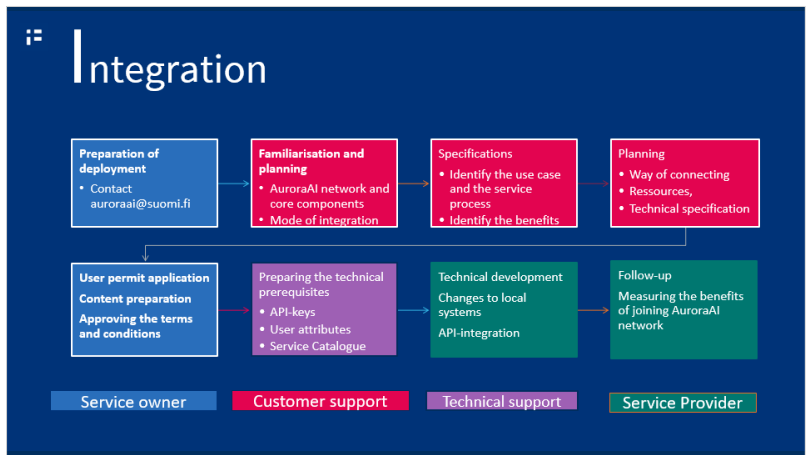
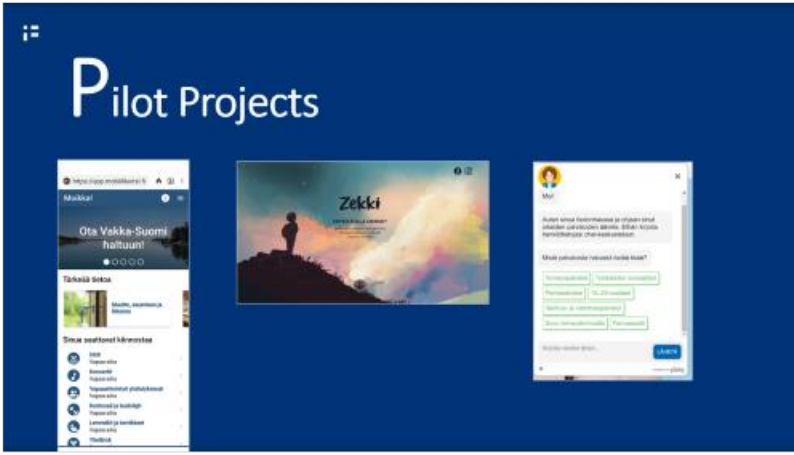


# AuroraAI platform for supporting human-centric development

Intelligent distribution channel for services



# AuroraAI a Uniform Way to Discover and Use Services



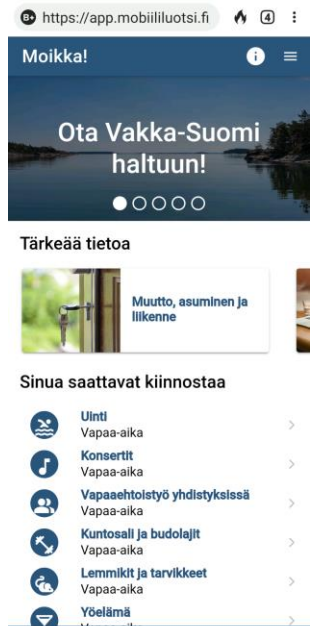


# AuroraAI Core Components

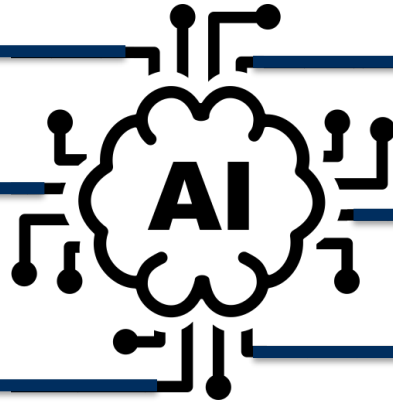
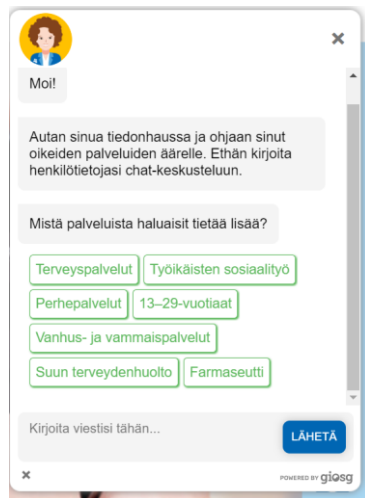




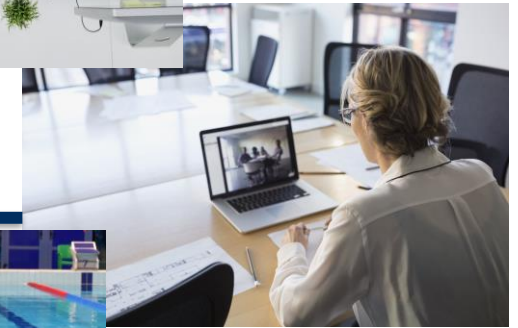
# AuroraAPI



Browser  
Mobile application  
ChatBot



Digital Service  
Service location





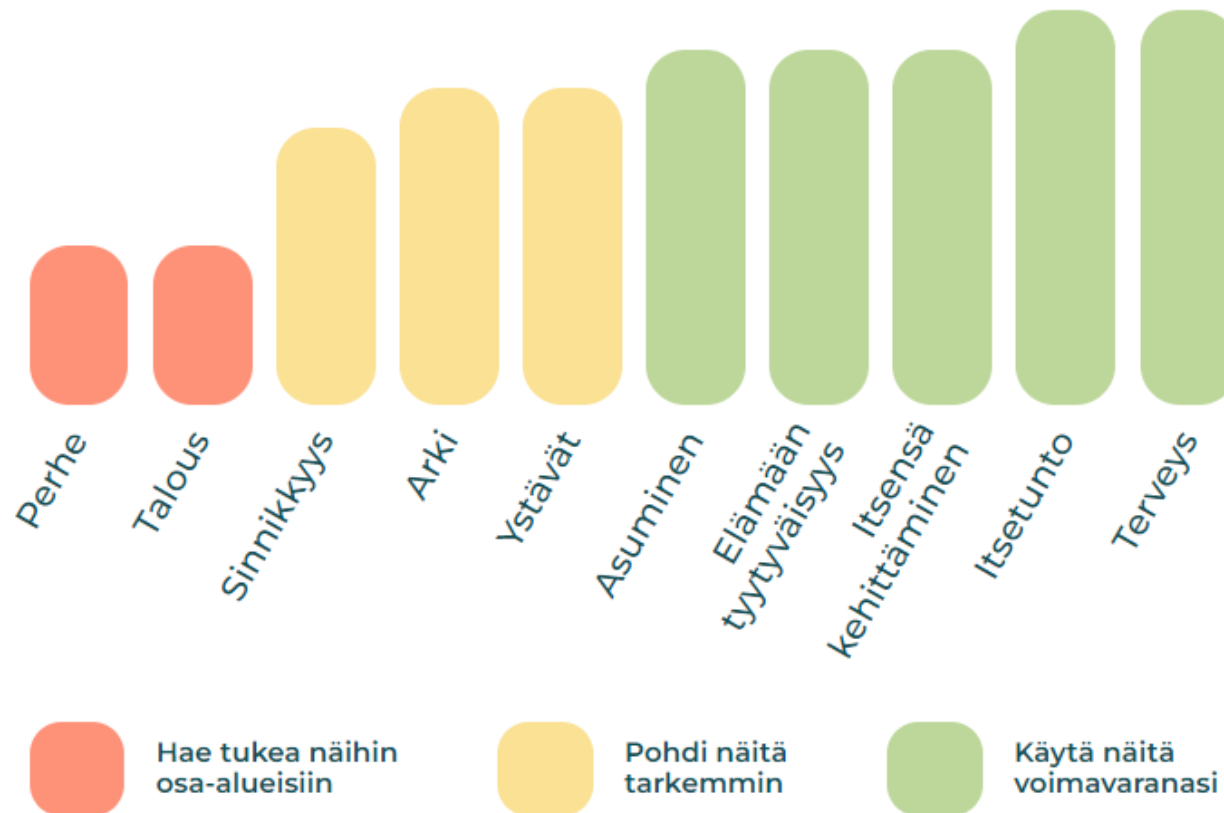
# Service Recommendations Based on Free Text





# 3x10D Life Situation Meter

**Aina silloin tällöin on hyvä pysähtyä miettimään**, mitä itselle kuuluu. Oman arviosi perusteella sinulla menee hyvin. Sinulla on paljon mielekkäitä asioita elämässäsi, eikä arkesi kuormita sinua liikaa.



Helps young people to reflect on their life situation according to 10 dimensions:

- Family
- Economy
- Perseverance
- Everyday life
- Friends
- Housing
- Life satisfaction
- Self development
- Self-esteem
- Health



# Service Recommendations

Finnish Service Catalogue contains

- 24 000 public services
- 70 000 service channels

Freetext recommendation

- 2 000 services
- 6 000 service channels

Additional filters

- municipality,
- service class or
- service collection

3x10D life situation tagged for

- 16 000 public services
- 40 000 service channels

A life situation returns

- 1000 services
- 3000 service channels



# Pilot Projects

https://app.mobiililuotsi.fi

Moikka!

Ota Vakka-Suomi haltuun!

Tärkeää tietoa

Muutto, asuminen ja liikenne

Sinua saattavat kiinnostaa

- Uinti Vapaa-aika
- Konsertit Vapaa-aika
- Vapaaehtoistyö yhdistyksissä Vapaa-aika
- Kuntosali ja budolajit Vapaa-aika
- Lemmikit ja tarvikkeet Vapaa-aika
- Yöelämä

Zekki

MITEN SULLA MENEET?

Zekkaa tilanteesi vastaamalla 10 kysymykseen ja löydä sopivaa tukea.

Moi!

Autan sinua tiedonhaussa ja ohjaan sinut oikeiden palveluiden äärelle. Ethän kirjoita henkilötietojasi chat-keskusteluun.

Mistä palveluista haluaisit tietää lisää?

- Terveyspalvelut
- Työikäisten sosiaalityö
- Perhepalvelut
- 13-29-vuotiaat
- Vanhus- ja vammaispalvelut
- Suun terveydenhuolto
- Farmaseutti

Kirjoita viestisi tähän... LÄHETÄ

POWERED BY giosg

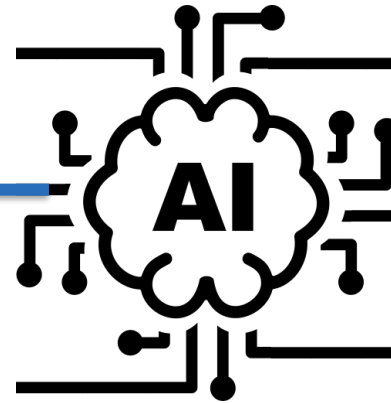
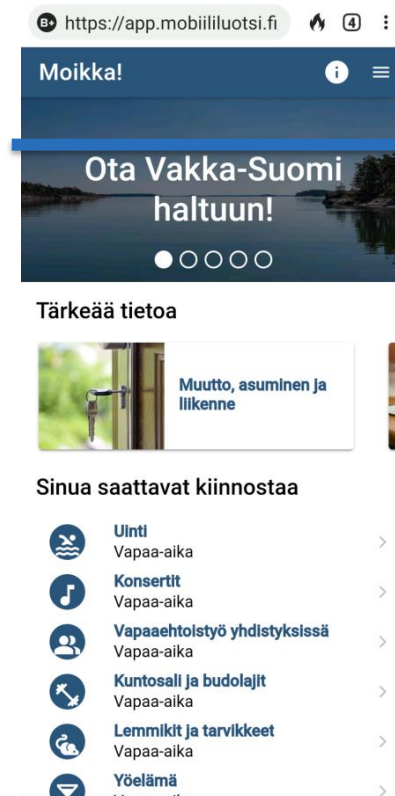




# Mobiililuotsi

- Offering public services of one's district from different sources in one place
- Goal: to reduce bouncing from service desk to service desk
- The information provided by the user is transferred from one service to another

- Free text service recommendation
- Translation service
  - Searching services in Ukrainian





# Benefits of Mobiililuotsi pilot project

## To customers

- Getting recommendations based on the situation
- Obtaining information about employment services
- Learning about other services in the area.



## To Mobiililuotsi

- Information about the employment services and their target groups described = valuable addition to the Mobiililuotsi application.
- Learnt about the importance of the up-to-date and quality of the data in Finnish Service Catalogue.

## To AuroraAI

- Getting real service and end users for the free text recommender
- Experimenting and identifying the parameters for providing more relevant recommendations.
- Tested the benefits of the AuroraAI network in a smaller community.



# Changes to the service and required capabilities

- Service design: planning the employment service path
- Design and implementation of service path in user interfaces
- Implementation of external interface
- Knowledge on the structure and classifications of the Finnish Service Catalogue
- Familiarity of REST API interfaces and integrations

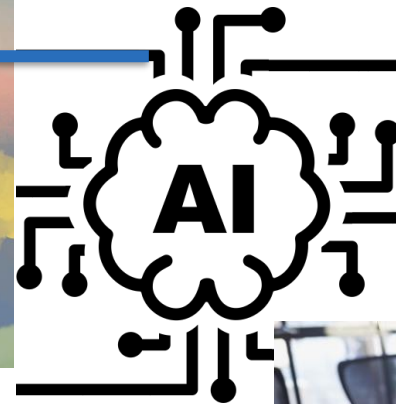
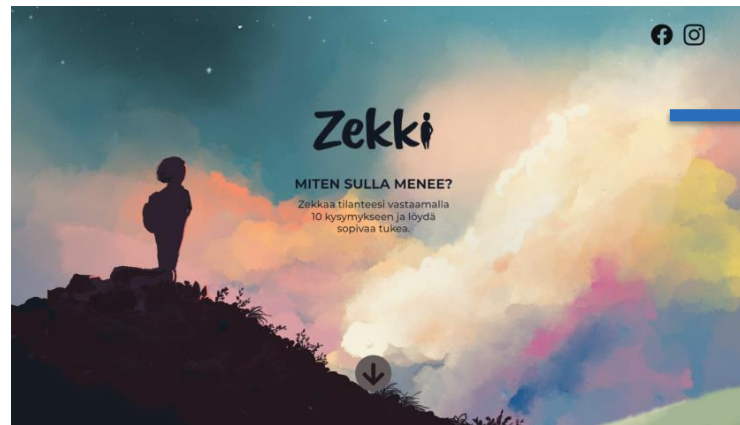




# Zekki

- We help the end user find help for his question, reducing unnecessary contacts
- Searching for and presenting public service information in your own application
- Gain visibility for your own service through referrals made elsewhere

- 3x10D-service recommendation
- Localized public services



## Sharing user data between services

- Phone service
- Life chat





# Changes to the service and required capabilities

- Understanding the content of the Finnish Service Catalogue
- Technical changes to the user interface: interface call and displaying AuroraAI service recommendations on the user interface
- Understanding public services in general
- Understanding integrations and external interfaces.

**AuroraAI-verkon tekoäly suosittelee tutustumaan seuraaviin sinua lähellä oleviin tukipalveluihin**

Testaamme Zekissä, millaista tukea tekoäly suosittelee sinulle paikkakunnaltasi. Tekoäly hakee tukipalveluja Suomi.fi-palvelusta ([dvv.fi/palvelutietovaranto](https://dvv.fi/palvelutietovaranto)). Palveluiden tiedot ovat palveluiden tuottajien vastuulla.

Tukea tilanteeseesi

Nuorten urapalvelut ▾ Etsivän nuorisotyön yksikkö ▾

Skanssi-toiminta ▾

Lataa tuloksesi ja suosikkipalvelusi tästä:

LATAA YHTEENVETO PDF:NÄ

**Hienoa että lähdit arvioimaan elämääsi. Seuraamalla Zekin instaa saat lisää tietoa hyvinvoinnista ja palveluista.**

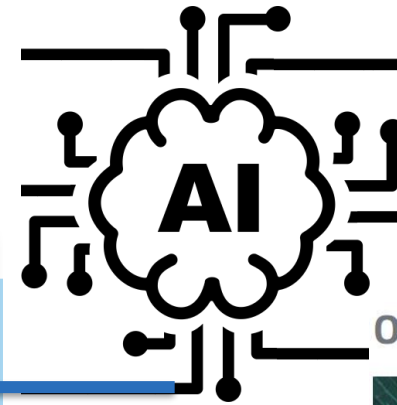
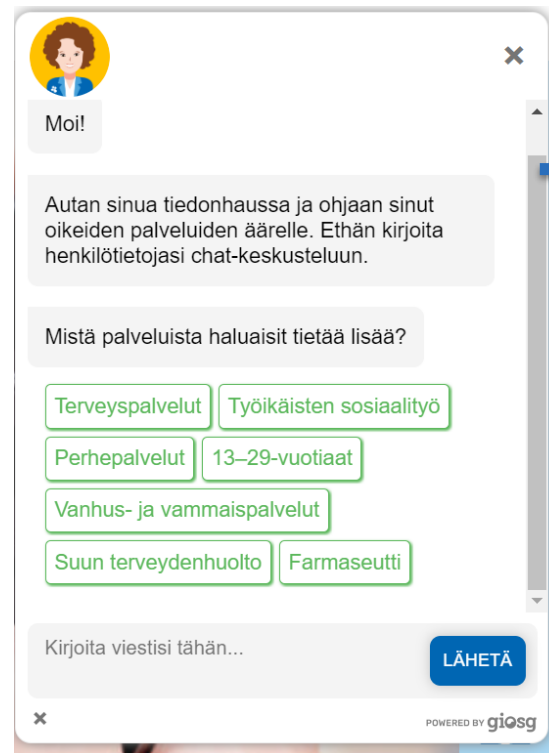




# Essi - chatbot

- Makes it easier to find reliable information and the right service
- Customers find faster access to the service
- Proactive reaction reduces the burden on services

- 3x10D-service recommendation
- Youth services



Ohjaamo Olkkari



Ohjausta, tukea ja osallisuutta 13-29-vuotiaille nuorille ja heidän läheisilleen. Olkkariin voi olla yhteydessä nuori itse tai hänen läheisensä. Tarkoituksena on auttaa nuorta ja hänen perhettään. Palvelut ovat maksuttomia ja luottamuksellisia.



# Benefits of the Essi Chatbot pilot project

## Users

- Pilot ended before going live



## Service

- Lessons learnt how to combine interdisciplinary expertise social services, information management, marketing.
- By combining expertise, a technically functional solution was found out

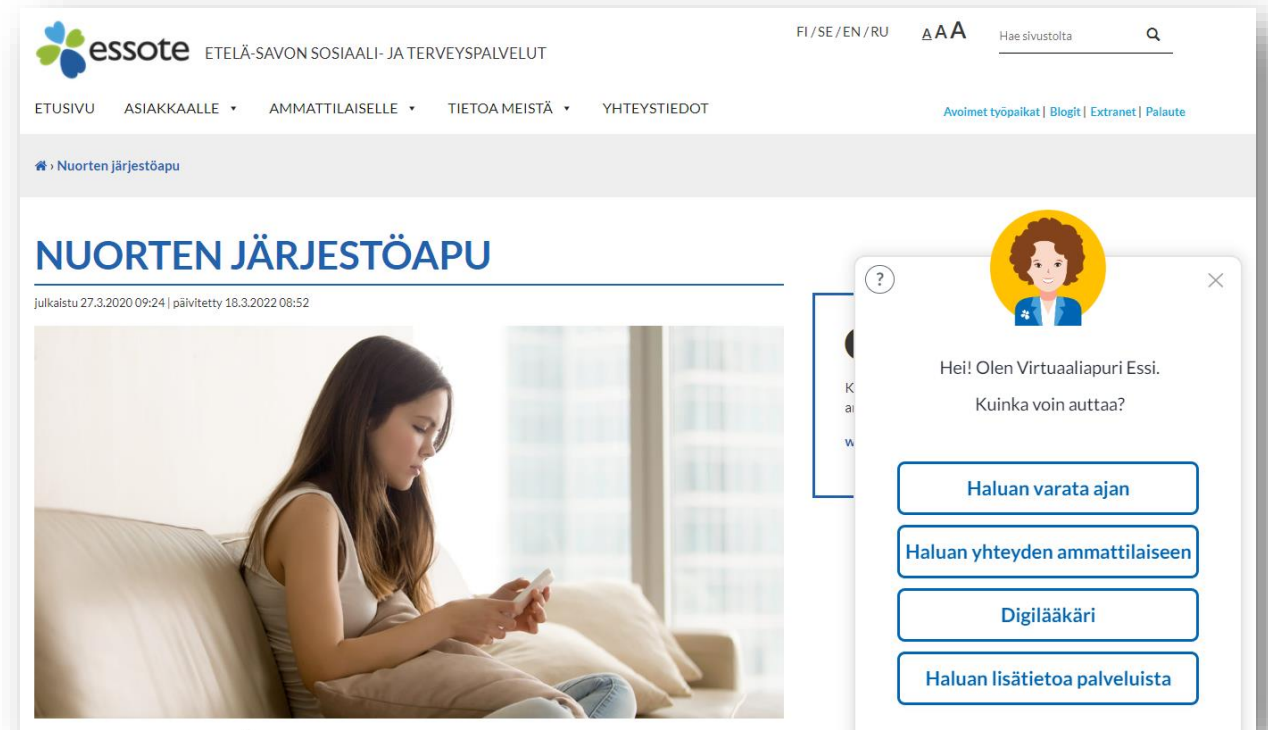
## AuroraAI

- Obtaining the information on how to implement the 3x10D recommendation.



# Changes to the service and required capabilities

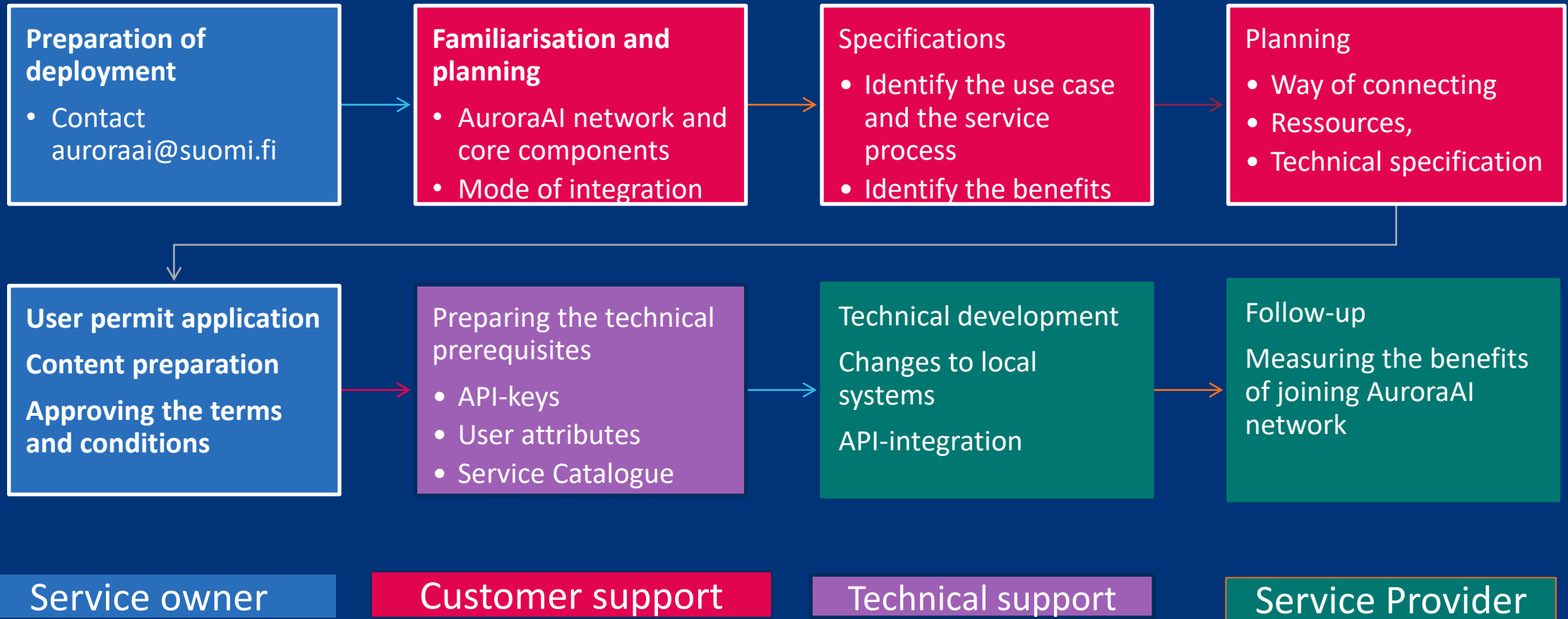
- Technical change new section to Chatbot for AuroraAI connection
- Service design and user interface design
- Understanding of interfaces and integrations
- Ability to perceive customer needs
- Understanding of recommended services





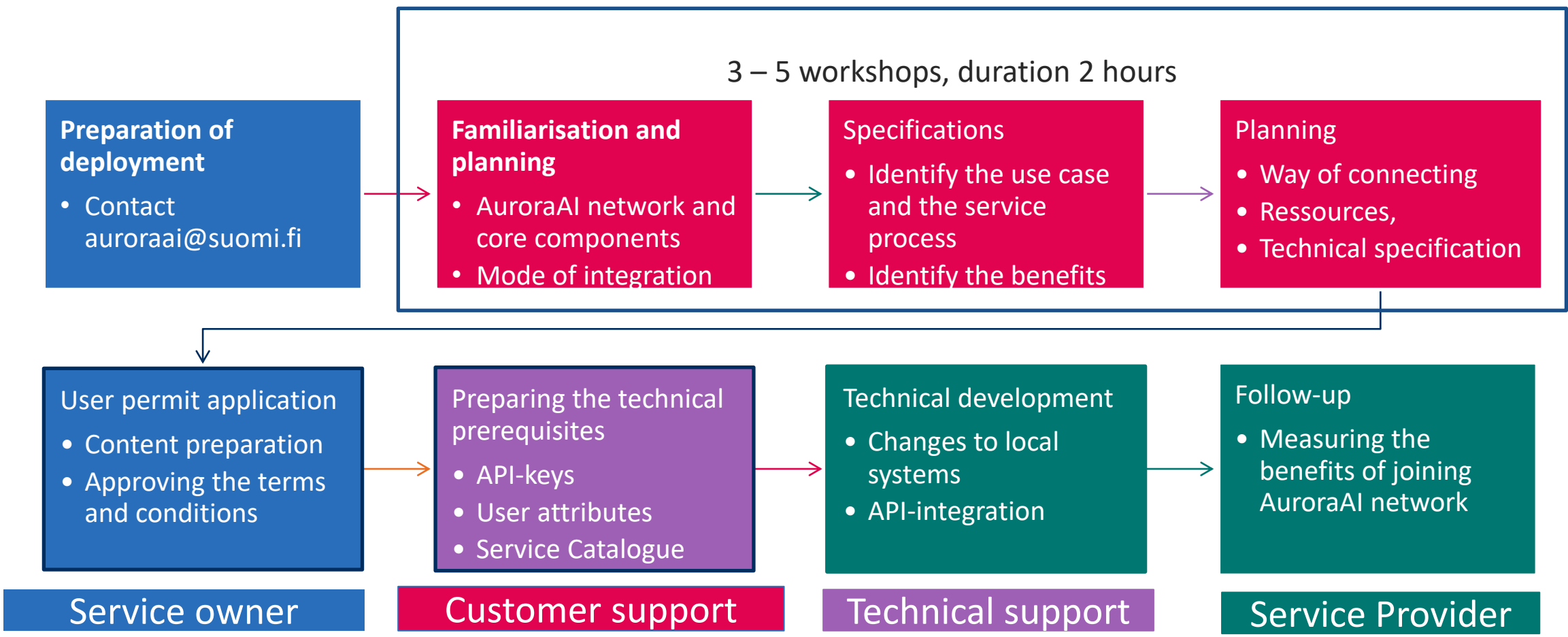


# Integration





# Stages of the deployment process





# AuroraAI Network Intelligent Distribution Channel for Services

- **Developing customer understanding**
- **Providing services and service packages**
- **Understanding integrations and interfaces**





# Links

- AuroraAI network public documentation for the developers (in Finnish) [AuroraAI-verkon julkinen dokumentaatio - AuroraAI-verkon julkinen dokumentaatio - DVV external Confluence](#)
- AuroraAI source code in GitHub [GitHub - vrk-kpa/auroraai-core-components: AuroraAI Network and Core Component Implementation - Open Source Repository](#)

