

Eloquens AI for Government email communications

The problem it solves

Agencies face a steady stream of public requests, often hundreds per day in peak periods, with lean teams. Staff spend time reading, tagging, asking for missing details, routing to the right unit, and rewriting the same answers. Backlogs grow. Constituents wait. Eloquens AI turns email into a managed workflow so people get clear answers within a few minutes, and staff focus on decisions instead of repetitive triage.

Common failure points:



Missing data which triggers long back-and-forth threads that consume time.



Slow or incorrect routing that stalls the service.

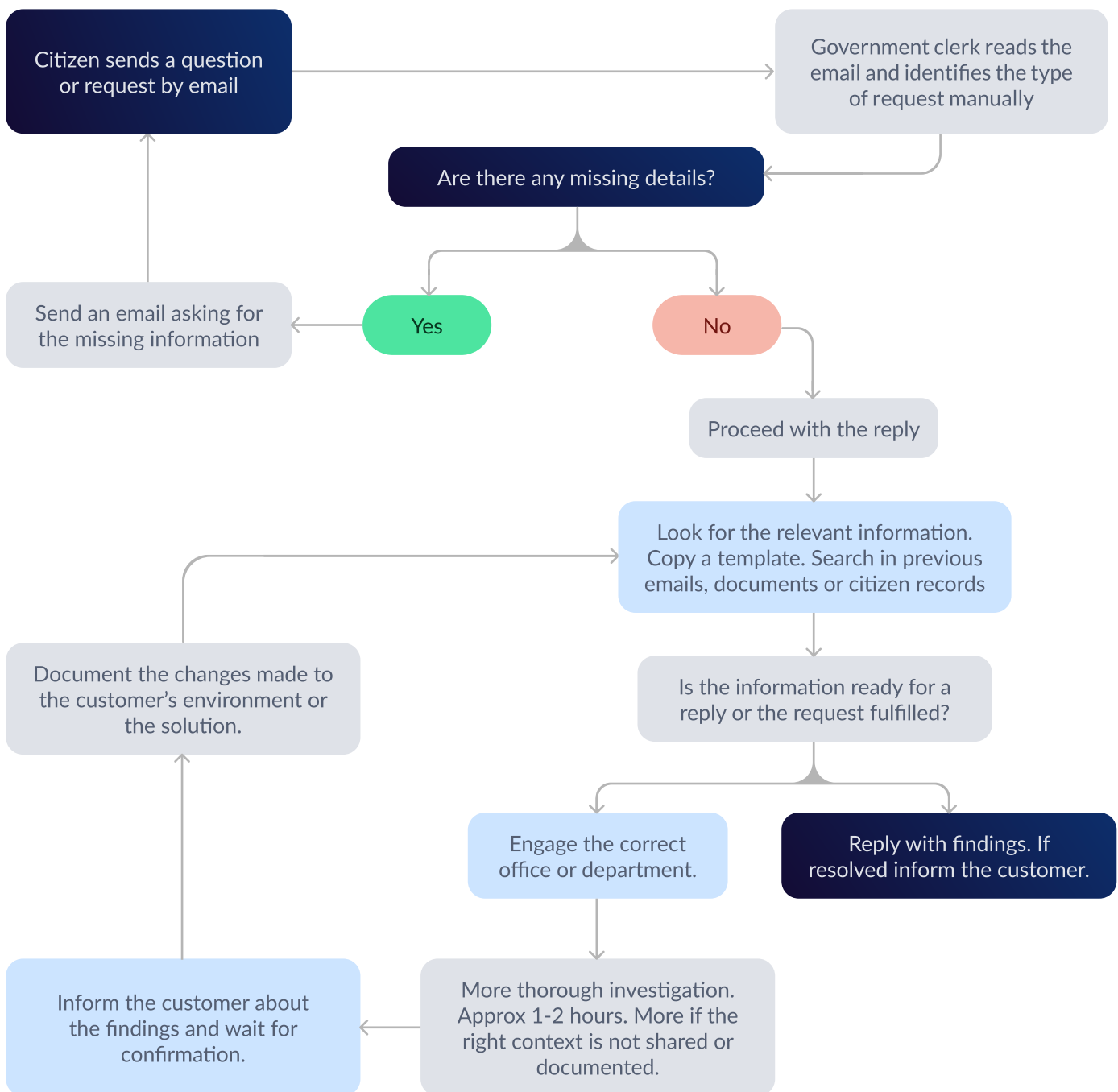


Surge events that can overwhelm small teams.



Poor or none knowledge capture due to time constraints.

Government Email Communication flow (Without Eloquens AI)



What Eloquens AI does

Eloquens AI connects to your central inboxes. It follows your agency's rules and approved content. It classifies incoming mail, drafts replies according to your style and tone, gathers any missing information, saving human back-and-forth time. Then it sends the reply or routes the request based on your settings, with staff review whenever it is needed.

Built for Government entity realities

- **Rules-bound to approved guidance:** Eloquens AI drafts only from the agency's allowed knowledge.
- **Security and compliance:** Eloquens AI is GDPR and SOC2 compliant.
- **Surge-ready:** Because Eloquens AI operates 24/7, it handles off-hours and seasonal spikes. Also helping teams during special events like elections, disasters, or enrollment periods.
- **Priority routing and SLA safeguards:** Eloquens AI can help detect defined keywords, sender lists, or headers to route, draft or reply depending on the priority.

High-value workflows to automate

1 Simple

- Office hours, locations, holiday schedules
- Form and portal directions
- Work status requests

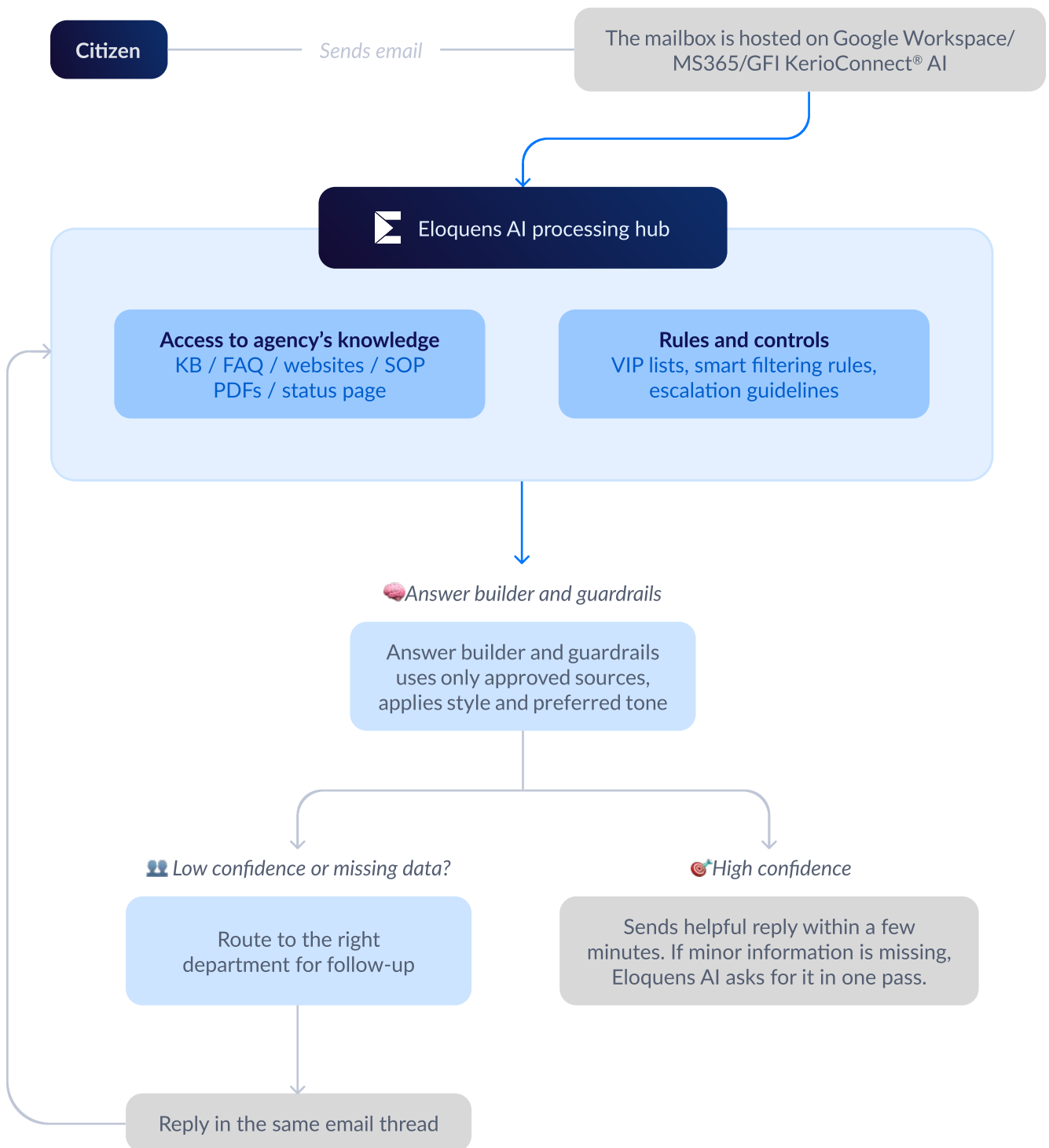
2 Triage

- Collect required information like contact, case number, incident date
- Classify the email request: safety, benefits, disruption, media
- Scope and eligibility check against policies

3 Advanced

- Citizen cases next steps
- Multilingual replies while keeping the original language in record in the thread
- Scope and eligibility check against policies

Government Email Communication flow with Eloquens AI



Results you can expect

- **Faster and useful first response:** routine and common emails answered within a few minutes including nights, weekends and holidays
- **Backlog reduction:** 30% or more of messages handled without human edits in mature workflows
- **Better equity:** timely answers in the sender's language, with the official record maintained
- **Staff time back:** Analysts focus on decisions and escalations instead of re-typing the same information

Try Eloquens AI Today

Pick one or two inboxes with high repeat volume, for a few days. Load all of your approved documents, templates and public guidance from websites. Start with draft mode, measure first-response accuracy. Improve the knowledge base as you go and watch the time go back to your staff for important and valuable activities.

Visit [Eloquens.ai](https://eloquens.ai)