

hi ai

AI-Powered Email Automation for Government Services

Intelligent email responses in seconds

Multilingual support · Smart data integration · Secure & private

The Challenge

Email Overload

Government departments receive 200+ citizen inquiries daily about services, documents, and processing times

Slow Response Times

Staff spend 3-4 hours daily writing repetitive responses, delaying citizen services by 2-3 days

Multilingual Complexity

Hong Kong's diverse population requires responses in English, Traditional Chinese, and other languages

70%

of staff time spent on repetitive email tasks

The Solution: Hi AI

Intelligent email automation that generates accurate, personalized responses in seconds

Hi AI integrates with your existing email systems and knowledge base to respond to citizen inquiries faster, more consistently, and in multiple languages—while keeping humans in control

Instant Responses

Generate reply drafts in under 10 seconds using advanced AI models

Smart Data Lookup

Automatically searches your databases for relevant citizen information

Multilingual

Supports 10+ languages including English, Chinese, and regional dialects

Human Review

Staff review and approve all responses before sending—AI assists, humans decide

Easy Integration

Works with Gmail, Outlook, and other email providers you already use

Customizable

Train AI on your department's tone, policies, and communication style

How It Works

1

Incoming email arrives in your inbox

2

AI searches your knowledge base (Sheets, FAQs, past emails)

3

Generates accurate response in citizen's language

4

You review, edit, and send with one click

The screenshot illustrates the AI-powered email interface across four main stages:

- Inbox View:** Shows the inbox with several messages from citizens (陈莎莉, 张明, 王丽华, 李佳怡, 刘强, 孙娜, 陈思雨) and a message from the company (Prisma Wear). The Prisma Wear message is highlighted, indicating it's the current item being edited.
- Response Generation:** The interface shows the AI-generated response for the highlighted message from Chen Shali (陈莎莉). The response is: "您好, 我在8月30日下单购买了柔韧性能紧身裤 (订单号#PW289371), 但一直没有收到发货确认邮件。请帮忙查看一下我的订单状态。" (Hello, I ordered a flexible performance緊身褲 (order #PW289371) on August 30th, but have not received a shipping confirmation email. Please help check my order status.)
- Review and Edit:** The response is shown in a review pane, where the citizen can review, edit, and send the message. The recipient is listed as "陈莎莉" (chen.shali@gmail.com) and the subject is "订单#PW289371的发货确认咨询" (Inquiry about shipping confirmation for order #PW289371).
- Final Step:** The final step shows the message being sent. The recipient is "陈莎莉" (chen.shali@gmail.com), the subject is "订单#PW289371的发货确认咨询" (Inquiry about shipping confirmation for order #PW289371), and the message body is identical to the one in the review pane. The status is "收件箱" (Inbox) and the date is "周五, 12月6日 2024年 10:23" (Friday, December 6, 2024, 10:23).

At the bottom, a table provides detailed information about the order:

订单编号	商品	尺码	价格	下单时间	订单状态	物流单号
PW289371	柔韧性能紧身裤 宇宙蓝色	Medium	¥537.99	2025-08-30	Shipped	TN78234567

Information at the bottom: 信息: 订单编号 = PW289371, 商品 = 柔韧性能紧身裤 宇宙蓝色, 尺码 = Medium, 价格 = ¥537.99, 下单时间 = 2025-08-30, 订单状态 = Shipped, 物流单号 = TN78234567, 物流公司 = 顺丰速运, 收货地址 = 北京市朝阳区望京街123号

Hi AI Interface showing intelligent email response with data lookup

Powerful Features

Multiple AI Models

Choose the best AI for your needs

Email Integration

Works with your existing systems

Smart Data Integration

Connect Google Sheets or Excel—AI searches and includes relevant information

Package Tracking

Integrated 17track API for real-time shipping status

Custom Training

Fine-tune models on your department's style and policies

Email Signatures

Manage multiple signatures with proper department branding

Multilingual: English, Traditional Chinese, Simplified Chinese, Spanish, French, German, Italian, Portuguese, Japanese, Hindi, Russian+

Measurable Impact

70%

reduction in email handling time

2-3 hrs

saved per staff member daily

<1 hr

response time vs 2-3 days

Key Benefits:

✓ Improved Citizen Satisfaction

Faster, more accurate responses lead to better public perception

✓ Staff Productivity

Free up staff to focus on complex cases requiring human judgment

✓ Consistent Communication

Maintain uniform tone and accuracy, reducing errors

✓ Scalability

Handle increased volumes without proportional staff increases

✓ Cost Efficiency

Reduce costs while improving service quality

Security & Privacy First

Built with Privacy by Design

Industry-leading security measures protect sensitive government communications.

Zero Email Storage

Emails loaded on-demand only. Nothing stored permanently on our servers.

Complete Data Control

Delete your account and all data anytime. Complete erasure on deletion.

End-to-End Encryption

All passwords, tokens, and sheet content fully encrypted.

Compliance Ready

SOC 2 compliant, GDPR ready, verified by Google and Microsoft.

Selective Access

You choose which emails AI reads—never your entire inbox.

Transparent Operations

All AI interactions logged for your review. Complete transparency.

Flexible Pricing Plans

Free Plan

\$0

Forever free

- ✓ 3 emails per day
- ✓ 1 email account
- ✓ Connect Google Sheets
- ✓ Package tracking API
- ✓ All AI models

MOST POPULAR

Pro Plan

\$10

per month (USD)

- ✓ Unlimited emails
- ✓ Up to 5 email accounts
- ✓ Connect Google Sheets
- ✓ Package tracking API
- ✓ All AI models
- ✓ Custom GPT training

Annual Plan

\$96

per year (USD)

Save \$24/year

- ✓ Unlimited emails
- ✓ Up to 5 email accounts
- ✓ Connect Google Sheets
- ✓ Package tracking API
- ✓ All AI models
- ✓ Custom GPT training

Ready to Transform Your Email Workflow?

Start your free trial today or schedule a demo to see Hi AI in action

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Registered in Hong Kong

Serving government departments and businesses worldwide