



ReplyWiseAI

Governed AI for public enquiry operations

One controlled workflow across calls, email, messaging and correspondence — from intake to an officer-approved reply.



NCS AI CENTRAL · HONG KONG

Enquiry demand is rising faster than headcount

Public-facing teams absorb more contacts every year across more channels, while establishment stays flat and answer consistency is scrutinised more closely than ever.

- **Fragmented channels**

Calls, email, messaging and letters each handled in a different tool, with no shared record.

- **Inconsistent answers**

The same question receives different answers depending on who picks it up and what they can find.

- **Slow, manual triage**

Officers spend the first minutes of every case classifying and searching rather than resolving.

- **Weak audit trail**

When a decision is challenged, reconstructing who answered what, from which source, is difficult.

What good looks like

- One queue, every channel
- Answers grounded in approved policy
- Draft prepared before the officer opens it
- A named officer approves every reply
- Every step recorded for audit

One governed operating layer, not another chatbot

01

Omnichannel intake

Calls, email, WhatsApp, web forms, letters and scans land in one controlled flow with channel context intact.

02

Governed knowledge

One approved knowledgebase carries metadata, effective dates, ownership and sensitivity labels.

03

Officer-in-the-loop AI

Classification, retrieval and drafting sit inside a workflow where officers stay accountable.

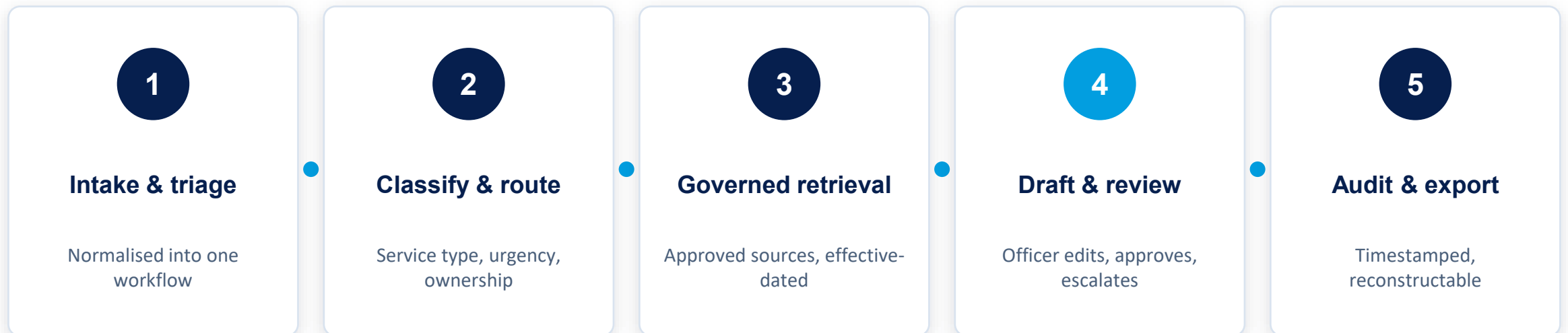
04

Turnkey operations

A containerised rollout on approved infrastructure, with audit, monitoring and controlled integrations.

Intake to approved response, in five controlled steps

Every enquiry follows the same path regardless of the channel it arrived on — which is what makes a phone answer and an email answer agree.



Step 4 is the guarantee. No response reaches a member of the public without a named officer approving it. The AI prepares; the officer decides.

The AI never speaks to the public

For a government service the failure mode that matters is not a slow answer — it is a confident wrong one sent in your name. ReplyWiseAI is built so that cannot happen.

- **Officers approve every outbound reply**

Drafting is assistance, never dispatch.

- **Answers are grounded and cited**

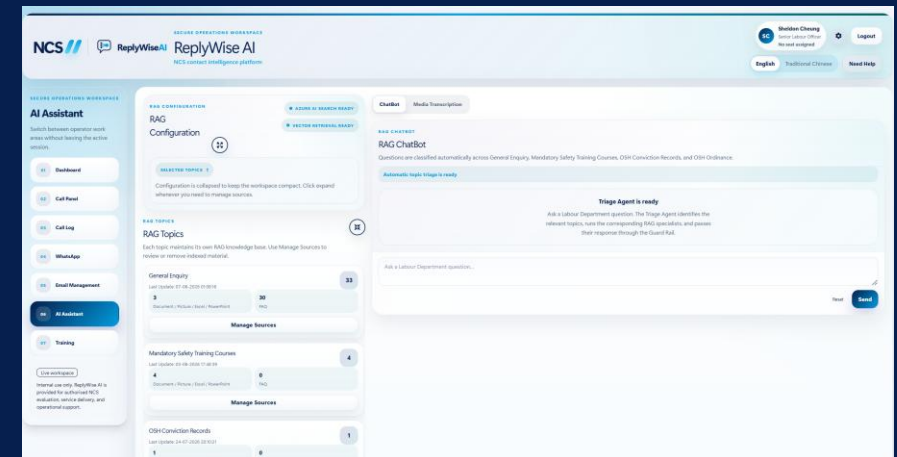
Each statement links to the source passage and its effective date.

- **Ungrounded answers are refused**

Where retrieval finds nothing relevant, the platform says so rather than inventing.

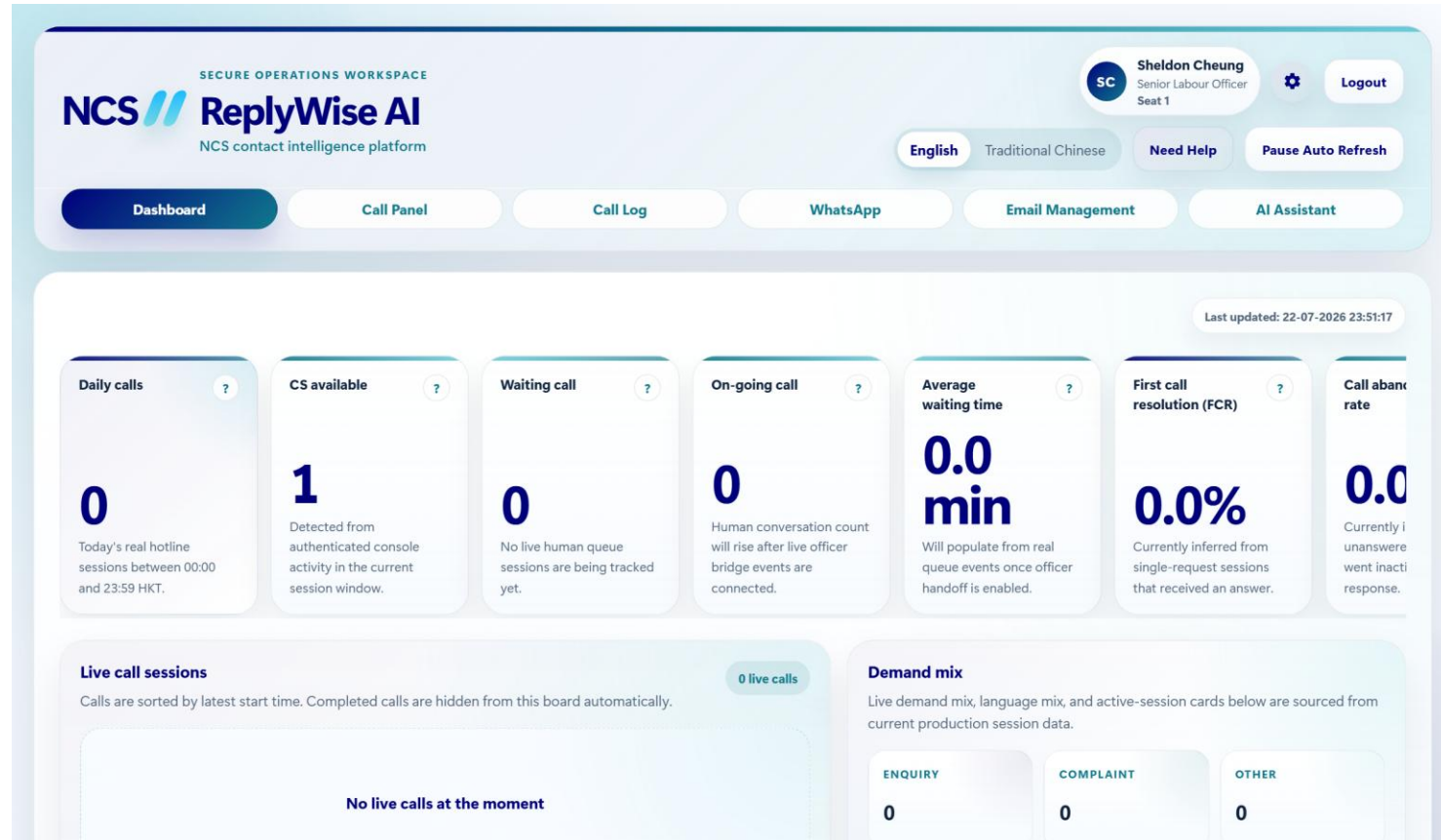
- **Every decision is reconstructable**

Who approved what, from which source, at what time — append-only.



The assistant surfaces governed sources beside the officer's draft — the citation is the point, not the prose.

One workspace for the whole service



- **Queue health at a glance**

Volume, handling time and satisfaction against the same period.

- **SLA before it breaches**

Open cases per unit with time remaining to acknowledge.

- **Supervisory oversight**

Live visibility across every channel in one view.

- **Seat-based access**

Licensed positions allocated per department.

Everything the enquiry desk needs, in one place



Call panel

Live voice with transcript and guidance



Call log

Searchable history and QA evidence



Email management

Queue-led triage with grounded drafts



WhatsApp workspace

Messaging under the same discipline



AI assistant

Retrieval with citations for officers



Training

Upload a document, generate an assessed course



Document intelligence

Hard tables, scans and footnotes preserved



Monitoring & audit

Queue state, activity and exportable records

Already delivered for public-sector clients

ReplyWiseAI is shaped by programmes NCS runs today for immigration, buildings, labour and occupational-safety services across Hong Kong and Singapore.



Hong Kong Immigration Department

Next Generation Immigration
Enquiry Service System

10-year programme



Singapore Ministry of Manpower

GenAI contact-centre
augmentation

Measured outcomes



Hong Kong Building Department

Speech analytics, IVRS intake to
case closure

Fully on-premises



A Hong Kong government department

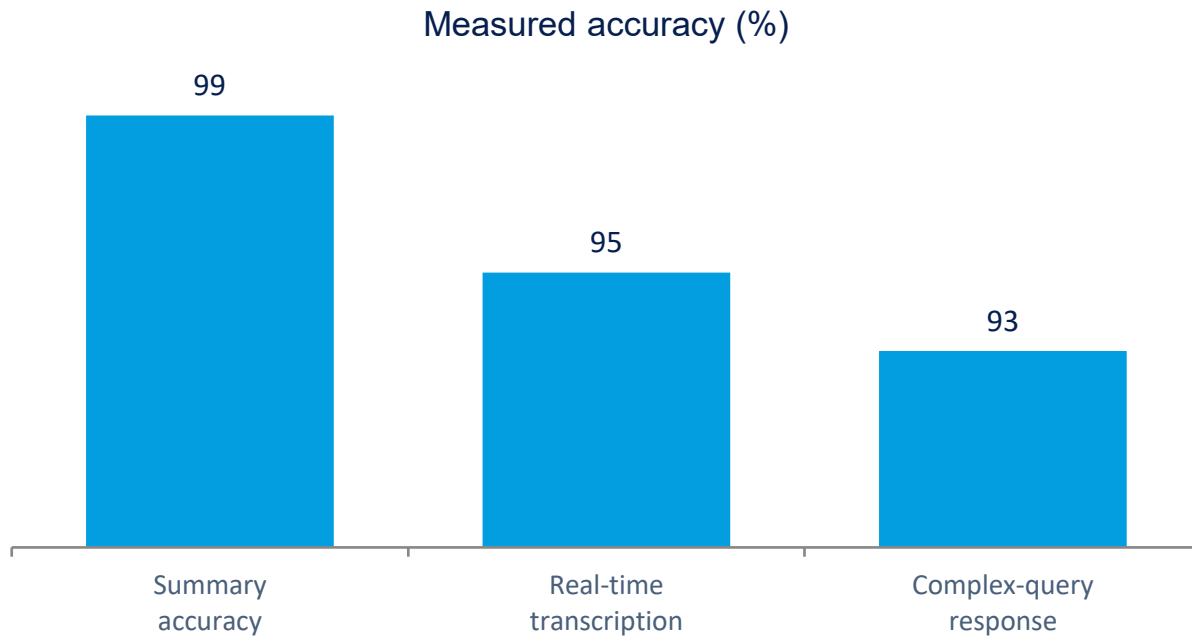
AI call management proof of
concept

2 months end to end



Singapore Ministry of Manpower

GenAI layered onto a live contact centre without a rip-and-replace: real-time transcription, retrieval-grounded assistance and summarisation around the agents' existing workflow.



12%

lower average handling time

> 50%

less after-call work

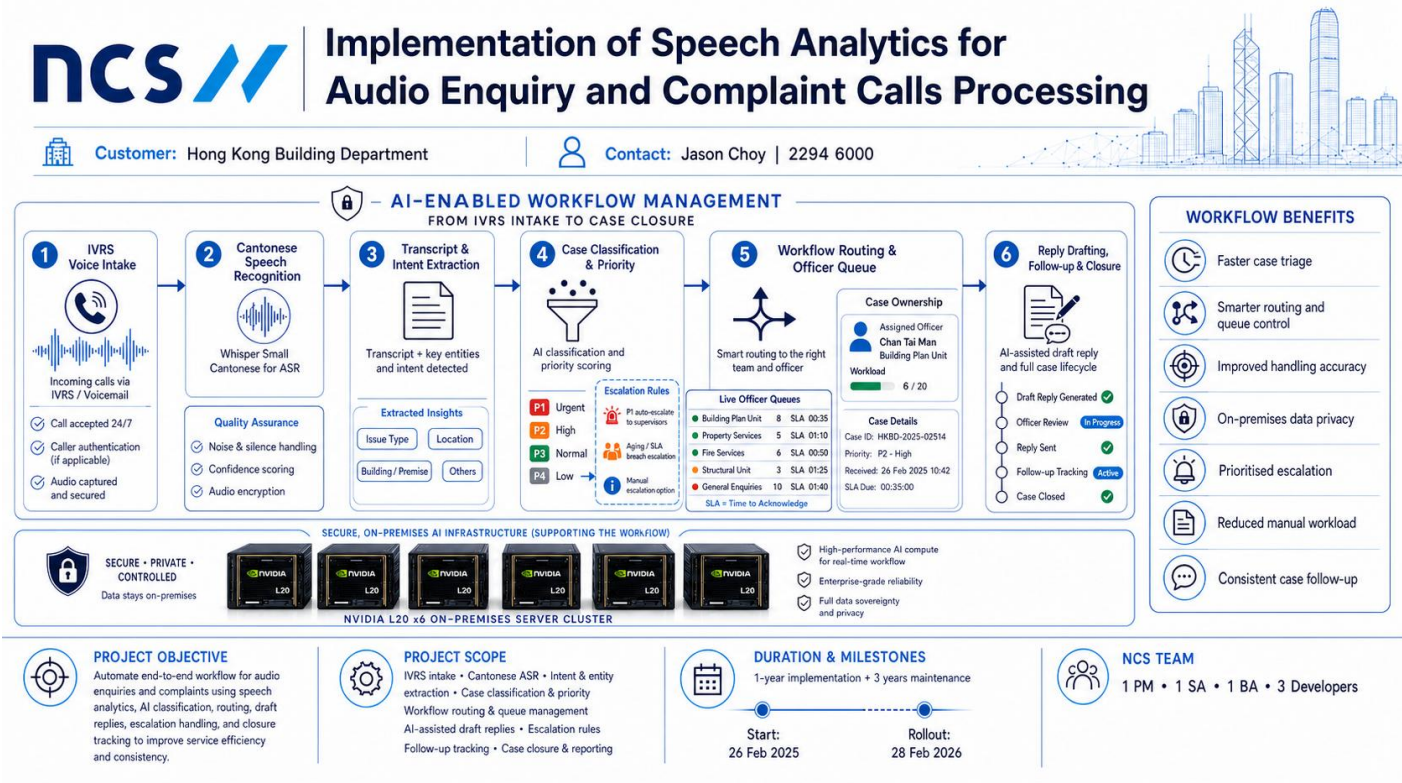
6%

agent productivity gain

Platform: NCS GenAssist · AWS · ins8.ai · Amazon Bedrock

Hong Kong Building Department

Cantonese speech recognition, intent extraction, priority scoring and officer-queue routing — one closed workflow from the first ring to case closure, running entirely on-premises.



- **24/7 voice intake**

Calls and voicemail accepted around the clock, audio captured and secured.

- **Cantonese ASR**

Speech recognised with confidence scoring and noise handling.

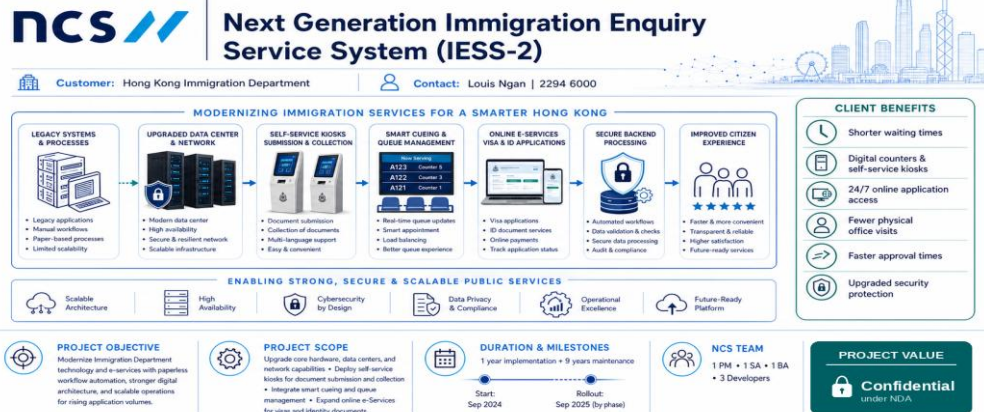
- **Priority & escalation**

P1 auto-escalates; ageing and SLA breach escalate automatically.

- **Data never leaves site**

All inference on the customer's own GPU cluster.

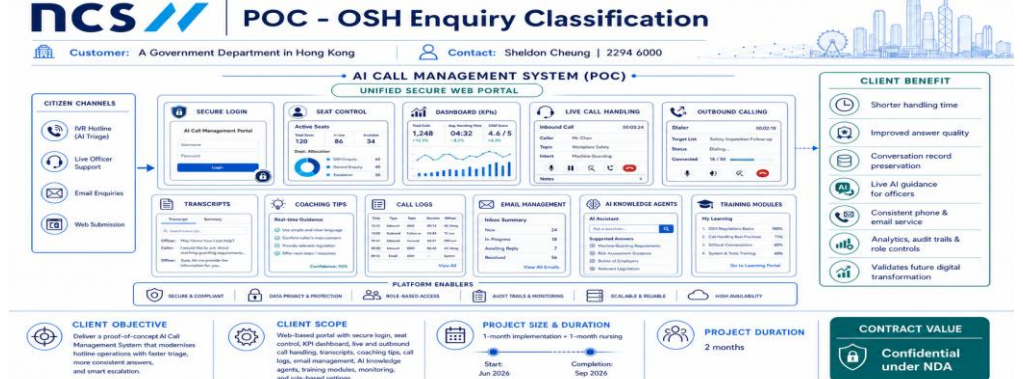
Immigration modernisation and a two-month proof



Hong Kong Immigration Department

Next Generation Immigration Enquiry Service System

- Self-service kiosks for document submission and collection
- Smart queueing with real-time updates and load balancing
- Online e-Services for visa and identity applications
- Ten-year engagement: build plus long-run maintenance



A Hong Kong government department

AI call management system — proof of concept

- Unified secure portal: calls, email, knowledge and training
- Seat control and KPI dashboard for hotline operations
- Live coaching guidance and AI knowledge agents
- Proven in two months, production-shaped

Runs where your data is allowed to live

The same product, four physical shapes. The workflow, governance model and officer experience are identical across all of them — only the services underneath change.



On-premises

Full data sovereignty

Every component inside your perimeter, including the models. Air-gap capable.



Microsoft Azure

Reference build

The configuration every release is tested against. Fastest route to a working environment.



Amazon Web Services

Proven at MOM

Already running a live government contact centre. Absorbs inference bursts without capacity planning.



Huawei Cloud

Regional residency

In-country data residency with a regional model supply chain, including the Hong Kong region.

For the strictest classification rules, the on-premises option keeps model inference itself inside your data centre — nothing is sent to a public endpoint.

Built to survive your security and privacy review

Security

- Role-based access enforced server-side
- Encryption in transit and at rest
- Secrets in a managed store, rotatable
- Prompt-injection handled by design
- Append-only audit trail

Privacy — HK PDPO

- Collection notice points per channel
- Per-class retention with evidenced deletion
- Sensitivity labels constrain retrieval
- Subject access and correction workflows
- Mapped against DPP1 to DPP6

GDPR readiness

- Officer review means processing is not solely automated
- Machine-readable subject export
- Breach evidence within the 72-hour clock
- Records of processing supported
- On-premises avoids external transfer

Compliance is a property of a deployment, not a product — we document which capabilities support each obligation, and your DPO confirms applicability.

NEXT STEP

See it running before you commit

The demo portal runs the full workflow on sample data — no citizen records involved, no installation, no procurement step.

1

Walk the platform

Review channel coverage, AI handling and the officer journey against your service standards.

2

Shape the rollout

Discuss deployment target, data residency, operating controls and approved integrations.

3

Run a pilot

A defined scope on your own content, with a seat assigned to your team.



Try the demo portal

replywiseai.ncsdemo.com

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