

AI 工具箱

數字人客戶服務





GOVERNMENT AI SOLUTIONS · 2026

Innocorn AI Solutions for Government Departments

Transforming Workforce Efficiency & Citizen Service Delivery
with Intelligent AI Agent Technology

Innocorn Technology · www.innocorn.com



Welcome to

Chat with the AI ambassador



I can help you access information
and services fast and securely
in the language you prefer



繁體



英文



简体中文



□□□



個人助理



點擊提問

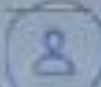
智能服務 高效施政

Intelligent Services Efficient Governance



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About Innocorn Technology

Hong Kong's leading AI company delivering intelligent virtual employees — 24 hours a day, 7 days a week, across public and private sectors.



AI Employees, Not Just Tools

Fully autonomous AI agents that handle routine tasks end-to-end — no human supervision needed



30+ Languages, Multi-Channel Reach

Deployed via kiosks, web, phone hotlines, WhatsApp, WeChat, and mobile apps



Proven Across Sectors

Trusted by HK Police Force, Queen Mary Hospital, Hang Seng Bank, RTHK, IVE, and 35+ organizations



Government



Healthcare



Banking

(()) Broadcasting



Education



Retail



35+

Client Organizations

24/7

Autonomous Operation



Hong Kong - Based · Est. AI Pioneer

SECTION 02 · PROJECT EXPERIENCE

Government AI Project Experience

Trusted by Hong Kong's most critical public institutions



HK Police Force

A.I. Police Kiosk

Citizen services & public information



Queen Mary Hospital

Medical A.I. Kiosk

Patient guidance & registration support



Housing Society

A.I. Smart Concierge

Resident services & smart concierge support



PolyU

A.I. Teacher

Educational support & student guidance



綠在區區

AI Green Ambassador

Recycling guidance & environmental education

5 Government & Public Sector Deployments · Proven in Law Enforcement, Healthcare, Housing, Education & Environment

Case Studies: Public Health & Environment

Proven AI deployments serving Hong Kong citizens across health and sustainability



Ruttonjee Hospital

Medical AI Kiosk Patient Guidance & Enquiry

AI-powered patient wayfinding and registration support

Voice-enabled interface with multilingual assistance

Privacy-compliant with data protection protocols enforced

Deployed in active public hospital environment

24/7 Patient Assistance - Data Privacy Compliant



Housing Society · Sierra Life Mall

A.I. Smart Concierge – Housing Society

- AI Smart Concierge deployed at Sierra Life Mall, Housing Society
- Provides resident and visitor wayfinding, navigation and enquiry services
- 24/7 multilingual assistance for mall visitors and residents
- Enhances community living experience through intelligent AI service

Housing Society Deployed - Community -Facing Concierge



SECTION 03 · AI PHONE SOLUTION

Call Center A.I. Voicebot

Elevating Citizen Experience Through Intelligent Voice AI



24/7 Availability

Round-the-clock service — no overtime, no holidays



Multilingual Support

Cantonese, Mandarin, English & 30+ languages



Significant Cost Reduction

70% of enquiries resolved by AI autonomously

70%

of calls handled by AI —
no human required

Voice Hotline Operator: Seamless Integration

Existing infrastructure. Zero disruption. Intelligent call handling from day one.



No Hardware Replacement



Live in Days, Not Months



Approved Responses Only

Strategic Benefits for Government Agencies

70% of all citizen enquiries resolved by AI — 24 hours a day, 7 days a week, 365 days a year.



24/7 Always Available

Nights, weekends, public holidays — zero downtime, zero overtime costs



Massive Cost Reduction

Dramatically lower staffing costs as AI handles the majority of inbound calls



Emergency Surge Capacity

Scale instantly during typhoons, public health events, or major policy announcements



Consistent Service Quality

Every citizen receives the same accurate, approved information — every single call



30+ Language Support

Serve citizens in Cantonese, Mandarin, English, and over 30 additional languages



Regulatory Compliance

AI responses configured to only deliver vetted, approved government information

Government Hotline Use Cases

Real-world applications where AI voicebots replace manual hotline handling across government departments



General Enquiries

FAQs on department services, operating hours & document requirements – answered instantly



Emergency Response

Handle surge call volumes during typhoons, public health events & crisis situations 24/7



Licensing & Permits

Guide citizens step-by-step through application processes, requirements & submission status



Appointment Scheduling

AI books appointments automatically – zero wait time, zero administrative overhead



Tax & Revenue

Handle routine queries on deadlines, payment methods & account status without staff involvement



Social Services

Triage callers to the correct department or social worker – faster care, less frustration

AI Voicebot handles **70%** of all incoming calls autonomously – across every use case above

Multilingual Support & Regulatory Compliance



30+ Languages
Zero Barriers

粵語

普通話

English

□ □ □

Español

+25 More

Serve every citizen in their preferred language
Cantonese, Mandarin & English as primary channels
Seamless language detection — no manual switching required
Consistent quality across all 30+ supported languages



Compliant
by Design



Vetted Responses Only

AI delivers exclusively pre -approved, department -reviewed information — no hallucination risk



PDPO Compliant

Fully aligned with Hong Kong's Personal Data Privacy Ordinance for citizen data protection



Configurable Guardrails

Department administrators define and update approved response boundaries at any time

“

Every citizen interaction — in any language — is accurate, consistent, and fully within government -approved parameters.

”

Conversational AI Voice Agent



User



PSTN



Existing Phone System



SIP Gateway



Existing Phones



AI Server

Issue Job Order

Job Order Library 紀錄資料庫 > Create New Service 新增服務紀錄

[Submit 提交](#)

Details 紀錄資料庫 Work Log 工作紀錄 Photos 相片 Documents 文件

Order No 工程單編號:

Report Date 報告日期: *

09/06/2025

Order Type 工程單種類: *

Report Time 報告時間: *

11 : 54

Area 區域: *

Floor 樓層: *

Tenant 租戶:

- 沒有 -

☐ 租戶名稱不一致

Area Type 區域種類: *

Room 室: *

- 沒有 -

- 沒有 -

Department 負責部門: *

Notify TSD by Email 另以電郵通知TSD: ☐

Defect Category 損壞類型: *

Defect Subcode 1 損壞副編號 1:

Common Code 一般編號:

- 沒有 -

- 沒有 -

Defect Code 損壞編號: *

Defect Subcode 2 損壞副編號 2:

OR Form Applied 有收費量: ☐

- 沒有 -

Contact Person 聯絡人:

Contact No 電話:

Order Description 描述:

Issue Job Order

Phone Call Recording Audio File



JOS – T25006403 (JO-AC hot)

Order Type 工單類型	冷氣
Report Date 報告日期	09/06/2025
Report Time 報告時間	Call In Time
Area Type 區域種類	金融中心南座
Floor 樓層	11樓
Room 室	Not specified
Tenant 租戶	黃小姐
Department 負責部門	"工程部" or "維修部"
Defect Category 損壞類型	冷氣問題
Defect Code 損壞編碼	(Not specified)
Defect Subcode 1 損壞細編碼1	(Not specified)
Defect Subcode 2 損壞細編碼2	(Not specified)
Common Code 一般編碼	(Not specified)
Notify TSD by Email 另以電郵通知TSD	(Not specified)
OR Form Applied 有收費單	(Not specified)
Contact Person 聯絡人	黃小姐
Contact No 電話	Call In Phone Number
Order Description 描述	你好，我係Wing。金融中心南座11樓有間房冷氣比較細，想叫師傅上嚟調整冷氣大啲。黃小姐反映房間有時凍有時熱，請安排師傅檢查。

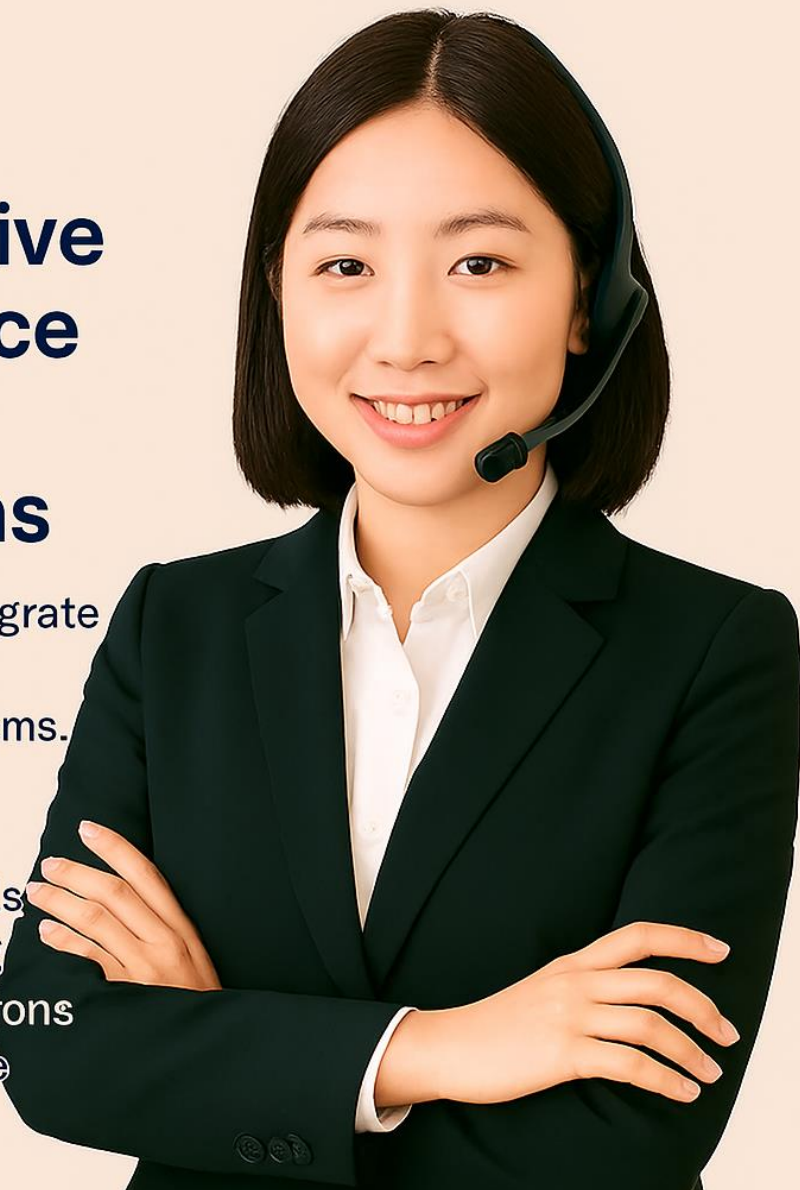
AI Service Hotline

(DEMO - 關愛隊)

We offers interactive AI service hotline solutions that seamlessly integrate with traditional telephony systems, powered by advanced large language models (LLMs), enabling natural interactions with human-like AI agents.

Interactive AI Service Hotline Solutions

Seamlessly integrate with traditional telephony systems, powered by advanced large language models (LLMs), enabling natural interactions with human-like AI agents



AI Data Analyst: Conversational Intelligence

Turn complex data into clear insights — just ask.



**Connect
Your Data**

Databases, spreadsheets,
CSV files and more



**Ask in
Plain Language**

No coding required —
type your question
naturally



**Get Instant
Results**

Charts, tables, reports,
and sentiment analysis

“How were daily service requests last week?”



“Results in seconds, not hours — no data science degree required.”

Secure Data Connectivity & Integration

Connect any data source — structured or unstructured — and start asking questions immediately.



On-premises deployment available — your data never leaves government servers.



Instant Visual Insights & Reporting

From raw data to actionable visuals — in seconds, not hours

AI-GENERATED CHART OUTPUT



◆ Auto-generated from natural language query



“Show me monthly performance trends for Q1–Q2”



Structured Data Tables

Filtered, sorted, and organized results — ready for reporting and audit trails



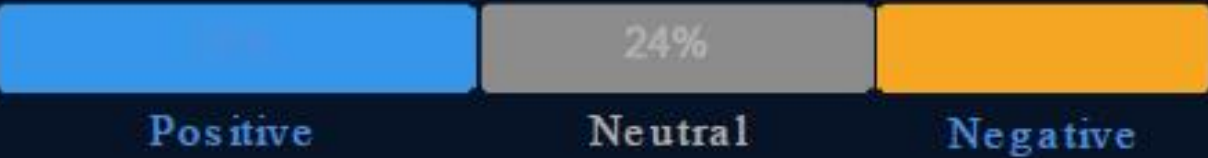
Comprehensive AI Reports

AI-generated narrative reports tailored to your query — no manual writing required



Sentiment Analysis

Classify citizen feedback as Positive, Neutral, or Negative — understand public mood at scale



◆ Every output format is available instantly — no coding, no waiting, no specialist required ◆

Analyze your data through conversation

How were daily sales last week? |



Sales Performance



Create Stunning Charts

Manipulate & Organize Data

What's the total monthly profit? |



January	\$250,000	Coffee
February	750000	Tea
March	\$100,000	Bagel
January	125000	Donuts
February	\$300000	Coffee



Months	Profit (\$)
January	250000
February	750000
March	1000000
April	125000
May	300000
June	25000

What's the sentiment of these tweets? |



Author	Tweets	Sentiment
Bob	it feels like driving the future, but with more steel.	Neutral
Charlie	The angular design is a head-turner everywhere I go.	Neutral
Diana	Surprisingly spacious inside, despite the sharp exterior.	Positive
than	The acceleration is mind-blowing for a vehicle this size.	Positive
ona	Built like a tank, handles better than you'd expect.	Positive
eorge	Fingerprints. So many fingerprints on the stainless steel.	Negative

Sentiment analysis

Local LLM On-Premises for Data Security



Zero Data Egress

All processing happens on your own government servers. No citizen data is transmitted to external cloud systems — ever.



Complete Analytics Power

On-premises deployment retains all features — conversational queries, chart generation, sentiment analysis, and full reporting — with no compromise.



PDPO Compliant by Design

Engineered to meet Hong Kong's Personal Data Privacy Ordinance and internal government security regulations out of the box.



Government Analytics & KPI Tracking



Public Service Performance

Track response times, resolution rates & citizen satisfaction across departments



Policy Impact Analysis

Measure effectiveness of new policies using real citizen data and behavioral trends



Resource Optimization

Identify bottlenecks and balance staff and resource allocation intelligently



Budget & Spend Analysis

Visualize spend vs. budget instantly — ask in plain language, get answers in seconds



Citizen Feedback & Sentiment

Analyze surveys, complaints, and feedback at scale with AI sentiment classification



Fraud & Anomaly Detection

Uncover hidden anomalies in financial, claims, or procurement data automatically

AI Digital Human & Kiosk Solutions



Smart Concierge Services

Greets visitors, answers service enquiries, and guides citizens to the right department or counter — 24 hours a day.



Wayfinding & Navigation

Directs citizens to offices, counters, and facilities within government buildings using natural conversation.



Fully Customizable Avatar

Tailor appearance, language, personality, and knowledge base to match your department's identity and service style.

DEPLOYED ACROSS GOVERNMENT & PUBLIC INSTITUTIONS



HK Police Force



HONG KONG
HOUSING SOCIETY
香港房屋協會



瑪麗醫院
Queen Mary Hospital

綠在區區
GREEN
COMMUNITY



THE HONG KONG
POLYTECHNIC UNIVERSITY
香港理工大學

One-Stop AI Agent Platform

Manage every AI agent, every channel, every integration — from a single dashboard



Our Trusted Clients and Partners

A growing portfolio of 35+ organizations across public and private sectors — all powered by Innocorn AI.

GOVERNMENT & PUBLIC SECTOR

- HK Police Force
- Queen Mary Hospital
- RTHK
- 綠在區區
- IVE

BANKING & FINANCE

- Hang Seng Bank
- Financial Services Partners

TELECOMMUNICATIONS & TECH

- 3 HK
- Cyberport

COMMERCIAL & LIFESTYLE

- Central Market
- D-Park 愉景新城
- Infinitus Plaza
- Gateway Arcade
- Millennium City



Hang Seng Bank · AI Voice Kiosk Deployment

Project References



A.I. Beri for Hang Seng Bank



A.I. 車淑梅 for RTHK



A.I. Smart Concierge for Infinitus Plaza (無限極廣場)



A.I. Smart Concierge for Cyberport



A.I. Customer Support for 3HK



A.I. Smart Concierge for Central Market



A.I. Teacher Assistant for school



A.I. Promotor in Olympic City



A.I. Donut for D-Park Mall (愉景新城)



A.I. Police for HK Police Force



A.I. Teacher for IVE

Project References

Housing Society – Sierra Life Mall



創紀之城 Millennium City



Project References

綠在區區 Shops



Queen Mary Hospital



Kiosk-Based Development

Digital humans on kiosks based on API implementation have been launched in various venues



警告：一旦按下錄音，請勿洩漏個人資料。

注意錄音時請勿洩漏個人資料

Our Clients

Government



HONG KONG
HOUSING SOCIETY
香港房屋協會



環境保護署

Environmental Protection Department



市區重建局

URBAN RENEWAL
AUTHORITY



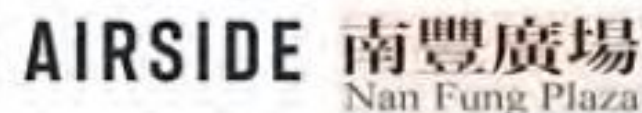
醫院管理局
HOSPITAL
AUTHORITY



Property Management



啟勝管理服務有限公司
KAI SHING MANAGEMENT SERVICES LIM



南豐廣場
Nan Fung Plaza



Finance & Insurance



恒生銀行
HANG SENG BANK



中國銀行(香港)
BANK OF CHINA (HONG KONG)



Hospital



瑪麗醫院
Queen Mary Hospital



東區尤德夫人那打素醫院
Pamela Youde Nethersole Eastern Hospital



鄧肇堅醫院
Tang Shiu Kin Hospital

Education



Hong Kong Institute of Vocational Education
香港專業教育學院



Commercial & Hotel



Computime



GET STARTED

Let's Build the Future of Government Services Together

Our team is ready to design a customized AI deployment for your department



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