



Four key ways to use Artificial Intelligence (AI) in government

Improve community engagement and address societal challenges



Governments around the world are transforming public services with the help of AI
Here's how your agency can get started today



Enhance service experiences

Empower the public and save people time by providing fast access to self-service tasks, transactions, and commonly requested information.

10 of 22 languages

in India are covered by chatbot Jugalbandi since April 2023, bringing greater access to government assistance.¹

JUGALBANDI



Analyze vast amounts of data

Unlock insights to act quickly using data that would otherwise require painstaking manual analysis.

84% increased efficiency

for audits using an AI-powered tax processing system.²



Increase internal efficiency

Support employees with AI-powered processes that minimize administrative burdens, burnout, and silos across departments.

20K service help calls

automated with AI and machine learning.³



Aid the creative process

Accelerate writing and communication tasks by leveraging helpful first drafts, outlines, memos, and whitepapers.

1000s of lawyers

in Brazil will be adopting AI copilots to review thousands of lawsuits, summons, and subpoenas.⁴



Discover how advanced AI capabilities in a hyperscale cloud can reshape government operations and services.

Microsoft is committed to the advancement of AI driven by ethical principles that put people first. [Learn more](#)



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