

# AI-POWERED VIRTUAL AGENT NETWORK HELPS ENTREPRENEURS SET UP BUSINESS

## VIDEO TRANSCRIPT

With a bold vision of human-centric society, ready to respond to the challenges of both today and tomorrow, the Finnish government joined the global race to attract the world's most forward-thinking talent.

**Tuija Pajukka, Customer Services Manager, Finnish Patent and Registration Office:**

*We, the three government agencies, understood that we needed to unite our efforts and put the customers at the heart of our services in order to support them better.*

The Finnish Immigration Service collaborated with Accenture that then evaluated and brought in a start-up called boost.ai. Next, they started co-operating with the Finnish Patent and Registration Office and the Finnish Tax Administration. In only 3 months, this ecosystem of organizations created one of the world's first known AI-driven Virtual Agent Networks to help foreigners set up businesses in Finland - turning a fragmented process into one that was seamless and easy.

**Vesa Hagström, Chief Digital Officer, Finnish Immigration Service:**

*Accenture – together with boost.ai – responded to innovation challenge given. There were no virtual assistant networks available before. They created something unique from innovation to implementation.*

**Tuija Pajukka (Finnish Patent and Registration Office):**

*The aim of our virtual assistant network was to bridge the gap between the users' needs and the government administration.*

Starting Up Smoothly is a unique network of artificial intelligence.

**Milja Kiviranta, Development Specialist, Finnish Tax Administration:**

*Regardless of which agency's virtual assistant a customer engages first, it makes sure that the question will be answered by the right agency, within the same chat window, around the clock.*

**Vesa Hagström (Finnish Immigration Service):**

*Customers don't need to worry about trying to navigate government departments themselves as the network does it for them.*

Not only do the virtual assistants serve in different languages but they offer fast and efficient service for the end-user. The individual agencies do not need to share data between each other – instead, the AI network directly connects the customer and the right agency.

**Tuija Pajukka (Finnish Patent and Registration Office):**

*The technology that underpins this innovation is so revolutionary that we see endless opportunities to apply it.*

**Milja Kiviranta (Finnish Tax Administration):**

*This is a great example of government, technology companies and start-ups working together to create solutions to improve lives of our citizens.*

**Vesa Hagström (Finnish Immigration Service):**

*The lessons we've learned: Have a vision. Be brave. Be ambitious. Have a limited but challenging scope. Start – don't just plan. Experiment. Learn. Scale up.*