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# ANTIGUA & BARBUDA CUSTOMS & EXCISE DIVISION

**EMBRACING THE FUTURE OF COMMUNICATION THROUGH  
ARTIFICIAL INTELLIGENCE**

# EMBRACING THE FUTURE OF COMMUNICATION THROUGH ARTIFICIAL INTELLIGENCE



- Customs Organization main interactions with stakeholders:
  - Provision of information
  - Assistance/troubleshooting activities for customs systems.

# EMBRACING THE FUTURE OF COMMUNICATION THROUGH ARTIFICIAL INTELLIGENCE



- Areas for integration of AI Technologies:
  - Automated Artificial Intelligence Help Desk
  - AI-Driven Website Content

# AUTOMATED AI HELP DESK

## Current Solution

- Dedicated Help-desk staff
- Atlassian Jira Package
- Issues recorded, ticketed and assigned to technical officers



# AUTOMATED AI HELP DESK (Cont'd)

## Challenges

- Limited human resource for dedicated help desk
- Help desk staff overwhelmed
- Attention due customers can be compromised
- Repetitive issues



# AUTOMATED AI HELP DESK (Cont'd)

## Proposed Solution

- Automated help desk agents, implemented as AI-chatbots,
- Allows for human resources to be utilized to a greater level of efficiency and productivity, on the more technical issues
- AI assistant functions as first point of contact for the user for troubleshooting
- Guides user actions through direct conversation or typed chat.



# AUTOMATED AI HELP DESK (Cont'd)

## Implementation

- Train AI-bot in Natural Language understanding and Enterprise Language understanding
- Jira Database may used as a dataset for train the AI Chat-bot
- FAQ Data may also be used for training.
- System should at least be able to proficiently address most frequently occurring issues.



# AUTOMATED AI HELP DESK (Cont'd)

## Future Enhancements

- Evolution to AI-worker
- Handle issues on its own
- Perform actions
- Initiate process flow.





# AI-DRIVEN WEBSITE CONTENT



## Current Solution

- The Antigua and Barbuda Customs website: <http://customs.gov.ag>
- Information repository
- Customs procedures, Legislation, Trade information, ASYCUDA World documentation, relevant forms and contact information.









# OTHER RECOMMENDATIONS

## LIST OF RECOMMENDATIONS TO ENHANCE COMMUNICATIONS:



- Establish Kiosk in Public and Government areas
- Electronic billboards situated at all ports of entry.
- Electronic signage at the air and sea ports
- Creating apps and aid in procuring for android/apple devices; financial assistance required for development.

# CONCLUSION



The Antigua and Barbuda Customs and Excise Division working together to contemporize our organization through

- Sound leadership
- Vision
- Hard work and dedication