



Conversational Web Search

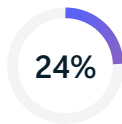
Transforming digital government services through conversational AI



Transform the way people search government **websites**



50% citizens using government services have difficulty finding information online



24% of users who can't find information online turn to call centres, burdening support teams

Let us show you **conversational web search** difference

With millions of .gov.au pages and 90 percent of Australians preferring digital channels, traditional navigation struggles to keep up.



Search information in natural language

Transforms static sites into conversational experiences, letting citizens ask complex questions in plain language and get precise answers



Non-Hallucinatory by design

Unlike RAG, our web search only responds with verifiable results from your actual content, eliminating hallucinations and misinformation



Enterprise-grade security

Run entirely on-premises without sending data to the cloud, giving developers full control over models, storage, and access.

Deliver Smarter Public Services with Synoptix AI

We can guide you through a suite of conversational web search that simplifies access, boost engagement and reduce support load



Instant access to services

Citizens can ask questions in plain language—like “How do I renew my driver’s license?” and get instant, accurate answers without navigating menus



Fewer calls, faster responses

By resolving common queries automatically, conversational search reduces the number of incoming calls, emails, and in-persons queries freeing up staff for higher-value services.



Inclusive for all citizens

Supports natural language input in multiple languages and reading levels, helping citizens of all abilities find information without needing technical skills.



Security And Scalability

Prioritises building accessible and citizen-focused digital services that transform the government web experience with intuitive navigation, intelligent search and consistent service delivery. Built on trusted principles to help agencies modernise public-facing platforms responsibly.

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