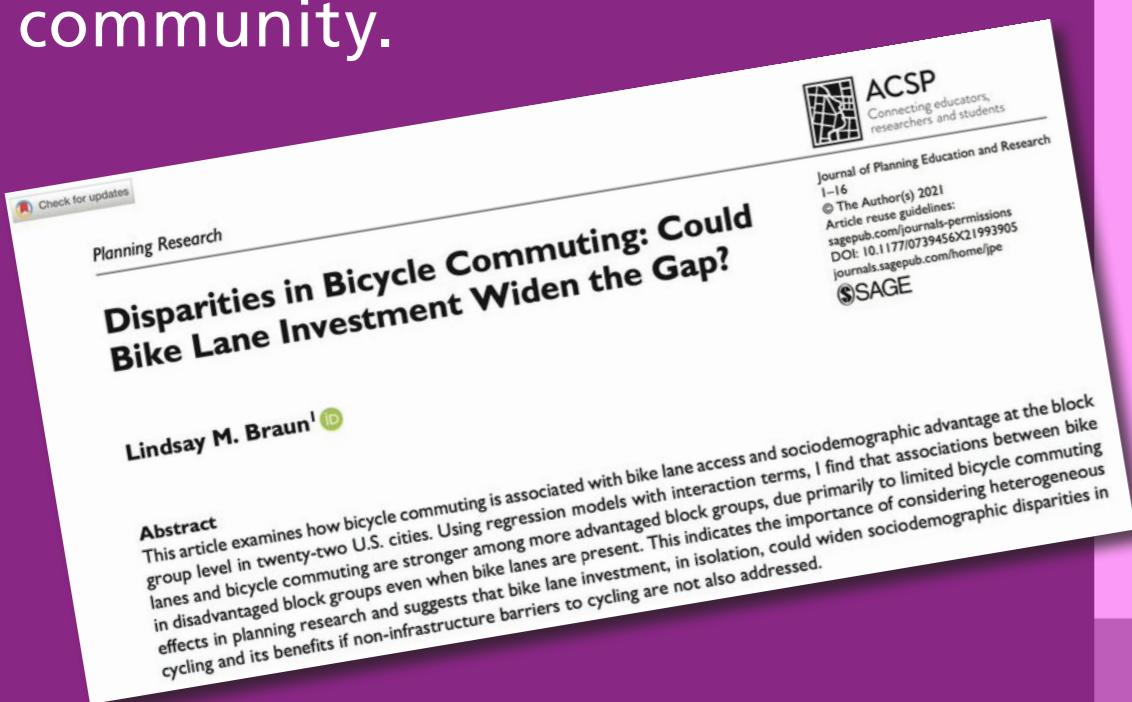


Do you know what the cultural barriers to increasing walking and cycling are?

Equity needs to be as important as efficiency

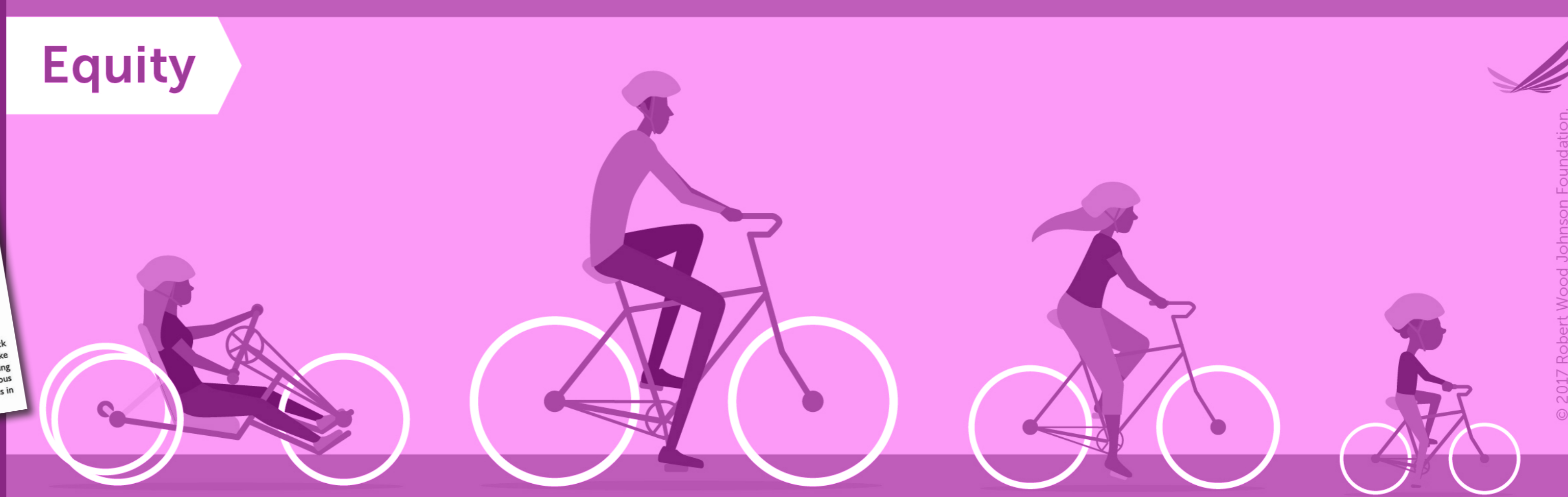
By understanding community views and aspirations we can better provide infrastructure that meets the specific needs of different parts of the community.



Equality



Equity



Conversational Artificial Intelligence

Artificial Intelligence (AI) is capable of communicating and understanding conversations. Beca has trained Tala to mimic a consultation expert by asking open questions and understanding what the user wants to talk about.

The AI automatically processes the conversation providing an insights dashboard that provides strategic trends and themes, and related verbatim comments.

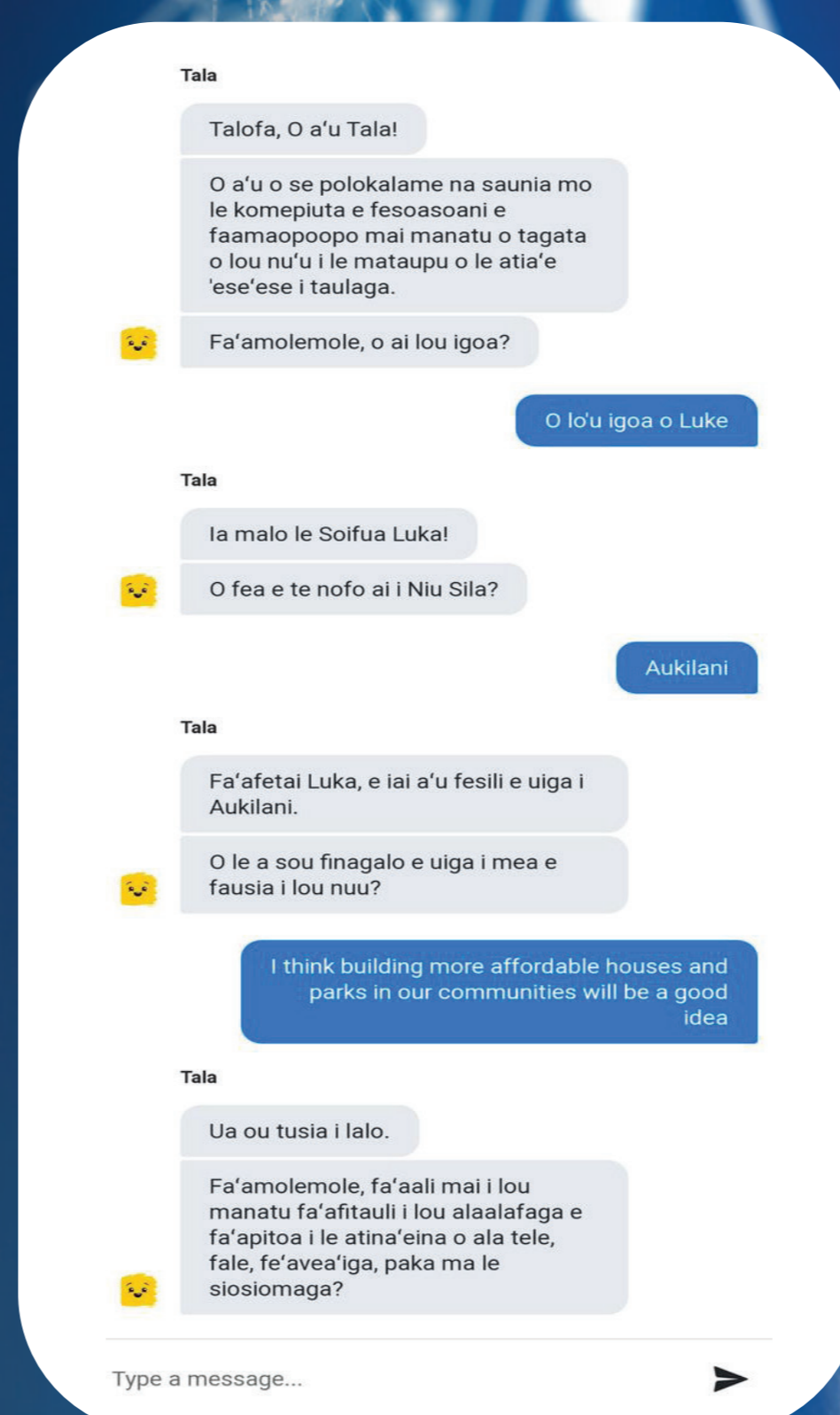
Tala engages voices that aren't often heard.

The Talanoa Project

What we did: we created Tala, a conversational agent that was trained to consult appropriately in Samoan, getting people's views on community issues.

How we did it: we ran the consultation with members of the Samoan Community in Auckland, ranging in ages from 17 to 70, including community elders; we also collected their feedback on their experience and their thoughts on the future use of AI to consult with the community.

The result: we proved that AI is a cost effective, appropriate and welcomed way for members of the Samoan Community to provide consultation feedback and improve community equity in the provision and design of infrastructure and services.



Matt Ensor
Business Director – Advisory
matthew.ensor@beca.com
@matthewensor

