QUISITIVE CLIENT
County Animal Services Department

INDUSTRY
State & Local Government (SLG)

SOLUTION
- Airo™ Quisitive's AI Accelerator
- Azure DevOps

Giving Every Lost Animal a Faster Path Home with AI

How One County Modernized Animal Services with Quisitive's Airo™ AI Accelerator

Overview

A county animal services team was facing growing call volumes from residents searching for lost pets, exploring adoption, or seeking help with animal welfare. Even with a committed staff, wait times increased and routine questions pulled attention away from urgent cases.

The county turned to an **AI-powered chatbot** built using **Airo, Quisitive's AI Accelerator,** to give residents fast answers and free staff to focus on animals who need hands-on care most.

The Solution

Using Airo as the foundation, the county quickly launched a public-facing, AI-powered chatbot that now acts as the digital front door to animal services. Airo provided the structure to launch faster and manage the chatbot long-term by handling governance of **AI agents, prompts, and tools,** with Azure DevOps continuous integration and continuous delivery pipeline practices ensuring consistent, secure updates as the solution evolves.

The chatbot delivers:

- **Immediate answers** for lost-and-found pets, licensing, adoptions, and animal welfare programs
- **Accurate address handling** through GIS integration so residents get jurisdiction-specific guidance
- **Reliable 24/7 self-service** that reduces hold times and helps residents outside normal office hours

The result is a smoother experience for citizens and more time for staff to focus on meaningful, higher-touch tasks.

The Human Impact

The chatbot didn't replace service. It improved it.

Residents searching for missing pets get help instantly. Families exploring adoption can find information in seconds. And animal services professionals can devote more time where it matters: in the community, in the shelter, and in the field. The technology supports the mission by making the path to help faster and more compassionate

Building on the Success

With a strong foundation in place, the county is exploring new enhancements powered by Airo's governance and expansion capabilities, including:

- Broader multilingual support
- More integrated citizen-service features
- Additional AI agents to handle other common inquiries
- An **Azure DevOps CI/CD pipeline** to support continuous improvement, security updates, and controlled deployment of chatbot enhancements

What started with animal services is becoming a blueprint for how municipalities can modernize digital engagement with AI.

Ready to Launch AI-Powered Citizen Services?

Discover how **Airo, Quisitive's AI Accelerator,** helps organizations quickly deploy AI agents and maintain strong governance across prompts, tools, and ongoing improvements. Airo is included as part of Quisitive's expert AI Operations Services packages, giving organizations ongoing AI expertise to plan, launch, and scale AI for impact.

Explore Airo and connect with our team