Modernizing constituent service with Voice AI for the City of Milwaukee

Front Desk by Just Appraised | Dec 4th, 2025
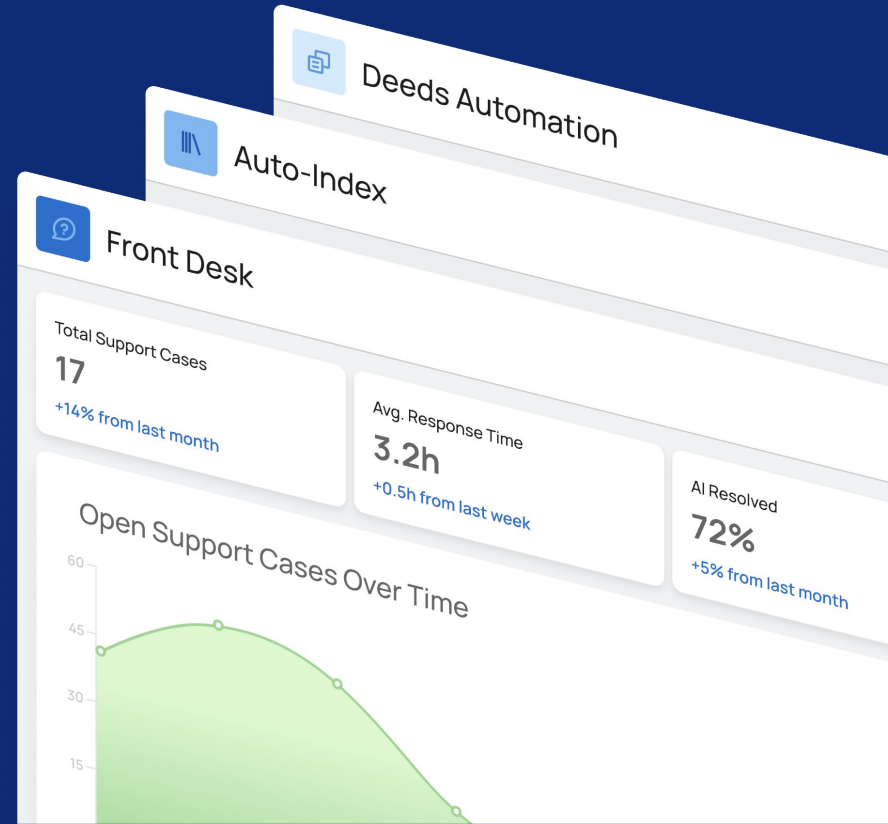
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Purpose-built for local government resident services

Founded in 2017 at Stanford, Just Appraised serves 300 + counties across 30 states.

Our AI-powered platform helps public agencies automate manual work, integrate systems like Accela and GIS, and deliver faster, more transparent constituent service.

Just Appraised

Deeds Automation

Auto-Index

Front Desk

Total Support Cases
17
+14% from last month

Avg. Response Time
3.2h
+0.5h from last week

AI Resolved
72%
+5% from last month

Open Support Cases Over Time

60

45

30

15

One front desk. Hundreds of requests. No unified system.

1 286-CITY handles ≈ 280K calls yearly across Public Works, Code Enforcement & Utilities.

2 Requests are logged manually through emails and Accela without shared visibility.

3 Agents juggle multiple inboxes and systems, making it hard to track response times or performance.

Alignment with Milwaukee's Strategic Goals

Strategic Goals for Milwaukee

- Improve resident and employee access to information and services

- Expand data dashboards & analytics

- Refine service delivery through technology for process improvement

- Support equity-focused initiatives

How Front Desk delivers

- Front Desk creates a centralized portal for all requests (phone, email, chat, or walk-in).

- Tracks call volume, response time, and service metrics in real-time for leadership visibility.

- Automates repetitive requests and routes tasks to the right team to save hours weekly.

- Delivers 24 / 7 multilingual support and consistent service across departments.

The Front Desk Proposal

Multiple Channels:
- Calls
- SMS
- Email
- Website Chat

Multi-lingual:
- English
- Spanish

Integrations:
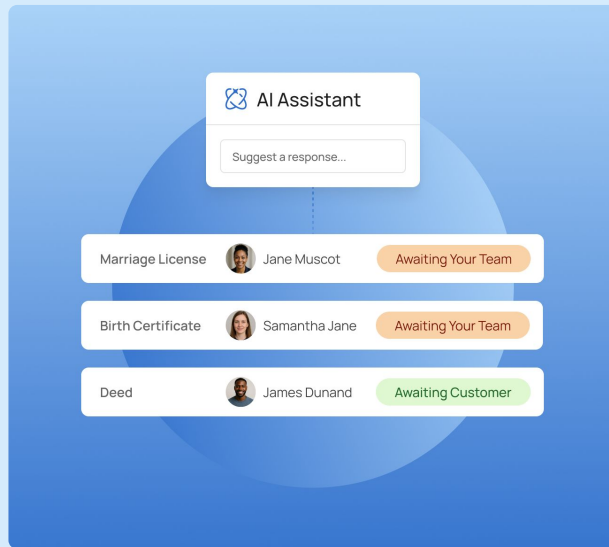- Accela x 2
- In-House Systems

Knowledge Base:
- Website Content
- Existing training manuals

Reporting & Analytics

Principles:
- Easy escalations to staff are **critical**
- **Tool**, not replacement for human empathy
- Crawl → Walk → Run

AI Assistant

Suggest a response...

Marriage License	Jane Muscot	Awaiting Your Team
Birth Certificate	Samantha Jane	Awaiting Your Team
Deed	James Dunand	Awaiting Customer

Demo

City of Milwaukee

Just Appraised

Thank you!

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