

Successful online workshop for TRAINERS of the Unified Virtual Assistant for National Institutions

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Valodas tehnoloģijas

The screenshot displays a chat interface for a Unified Virtual Assistant (VA) system. The top navigation bar includes icons for 'Sarunas' (Conversations), 'Analītika' (Analytics), 'Apmācība' (Training), 'Lietotāji' (Users), and 'Pārvaldība' (Administration). The chat window shows a conversation with a user asking 'Kā varu palīdzēt? Ierakstiet savu jautājumu lodziņā.' (How can I help? Write your question in the box.) and another asking 'kas ir e-paraksts' (what is an e-signature). The VA responds with 'Par šo Jums pastāstīs mana kolēģe SIGNE.' (Your colleague SIGNE will tell you about this.) and 'eParaksts ir personas pašrocīgais paraksts elektroniskajā vidē, kuram ir juri diskais spēks un kuru varēsi izmantot gan kā fiziska, gan kā juridiska persona. Izvēlies eParaksts veidu, ko vēlies iegūt.' (An e-signature is a personal handwritten signature in the electronic environment, which has legal force and which you can use as a physical or legal person. Choose the type of e-signature you want to obtain.). The interface also shows a sidebar with 'Eksportēt' (Export) and a right-hand panel with 'Nolūki' (Goals) and 'Konteksts' (Context).

On Friday, March 10, THE Centre for Cultural Information Systems (KISC), in cooperation with the State Chancery (VK) Communications Department, organised a regular online training seminar on the Unified Virtual Assistant (VA) of the Joint Platform on Public Administration Networks, or the representatives of the State AND local authorities of the negotiating boatmasters, who are responsible FOR THE activities of ZINTS on the websites of these institutions.

Webnard was discovered by GK Communications Department Consultant Metra ARGENOVSKA, who provided general information about the virtual assistant ZINTI, response guidelines and how TO implement Zintini on the website of public administration. KISC projects assistant Gita JURŠEVSKA, on the other hand, conducted practical training on institutional work with ZINTS, introduced the new authorities and trainers with the VA training environment, told them how to train ZINTINI, how to analyze conversations, how to find errors and correct information, as well as the interaction between virtual assistants. .

Together with the participants in the workshop (44 in total), various detailed questions were discussed on how to format the text, in which cases to lay the preconditions for how to work when a number of institutions have the same questions, how to add pictures and video cards to answers, as well as what information is read from the open data portal.

The introduction of a single virtual assistant on the websites of public administrations is part of a project implemented by the State Chancellery entitled "The Unified Platform for Public and Local Government Institutions". Self-negotiated botched technologies are developed in the language technology platform of public administration, [Hugo.lv](#), administered by the Centre for Cultural Information Systems.

<https://www.kis.gov.lv/en/article/successful-online-workshop-trainers-unified-virtual-assistant-national-institutions>