

PULSA AI

Next-Generation 311 for Smarter Citizen Service



What if every 311 request
moved a little *faster*?

311 generates a lot of information.

**Pulsa AI helps make
sense of it.**

Pulsa AI is an AI-powered service request management tool built to help cities respond faster, work smarter, and deliver a better resident experience.

**311 Service Requests • Case Management
Document Processing • Resident Services**

How Pulsa AI Improves Citizen Service



Understand

AI analyzes each request to identify the core issue, severity, and location.



Route

Requests are automatically directed to the appropriate department or queue.



Respond

When action is required, field teams receive the context they need to respond.



Update

Citizens are kept informed about the issues they report.

Why Pulsa AI?

Practical AI. Real-World Impact.

WORK SMARTER – Automate repetitive work and simplify complex processes.

RESPOND FASTER – Help teams find information, route requests, and take action more efficiently.

SERVE BETTER – Create a more connected and responsive experience for residents.