



## Publications Office intelligent assistant

The Publications Office Intelligent Assistant (OPIA) combines conversational AI techniques such as natural language processing (NLP) and machine learning (ML) with interactive voice recognition and the more traditional search system in order to help citizens find EU publications or European legislation.

The intelligent assistant specifically enables spoken or typed conversations between end users and the Publications Office Portal (OP Portal). It is currently available in English and French.

The intelligent assistant increases both the discoverability and the reach of publications and legislation of the European institutions while facilitating the access for end-users through two main functionalities:

- Speech-to-text and voice recognition – simple and fast way to search through OP Portal using only voice.
- Conversational intelligence – understand user context & behaviour and assist them through their journey by getting quick answers with advanced options and/or filtering.

The intelligent assistant also increase the accessibility and with a solution tailored to the needs of peoples with reading disabilities and adapted to the current online searching trends.

## Benefits



**Ready to use**  
Just click on the OPAI icon and start searching.



**Advanced filtering**  
Faster way to find what you are looking for.



**Speech to text**  
Turns voice input into searching text.



**Natural language processing**  
Currently detects English and French.



**Latest technologies**  
To meet user's expectations.



**Assistance for the disabled**  
Speech function available.

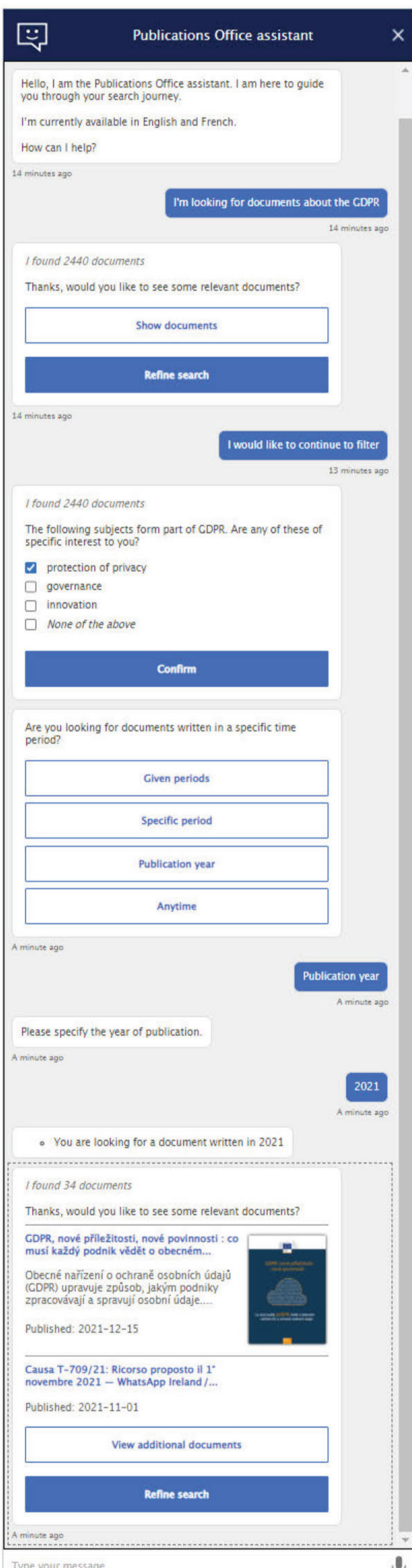


**Complete access**  
Searches the whole database.



**No need to download**  
Click on the icon and it is ready to go.

## Let me help you to find what you are looking for



What would you like to know/find?

Would you like to see the results?

Or would you prefer to refine your search?

Are you looking for something during a specific period?

*Et voilà!*

And don't forget, you can search with your keyboard or you can also just speak with me ;-)

## Go on!

Visit us and let's start using the Publications Office intelligent assistant



<https://op.europa.eu>

## Technology used



Elastic search



Liferay



Microsoft Azure



Microsoft A



LU S



Microsoft Bot Framework