



The Power of AI in Public Governance & Cohesion Policy Implementation

AI use cases in Portugal

17 june 2025 – Lisbon

AI Funds

Initiative triggers

- Growing ecosystem support requests
- Need to scale without raising costs
- Improve perceived support quality
- Gen-AI enabling new solutions





AD&C Strategy

- Identify tasks within processes where AI can enhance productivity and efficiency
- Provide, for each task, assistants that operate in specific contexts, following precise instructions and based on concrete data



**Optimize
service
performance**

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Solution

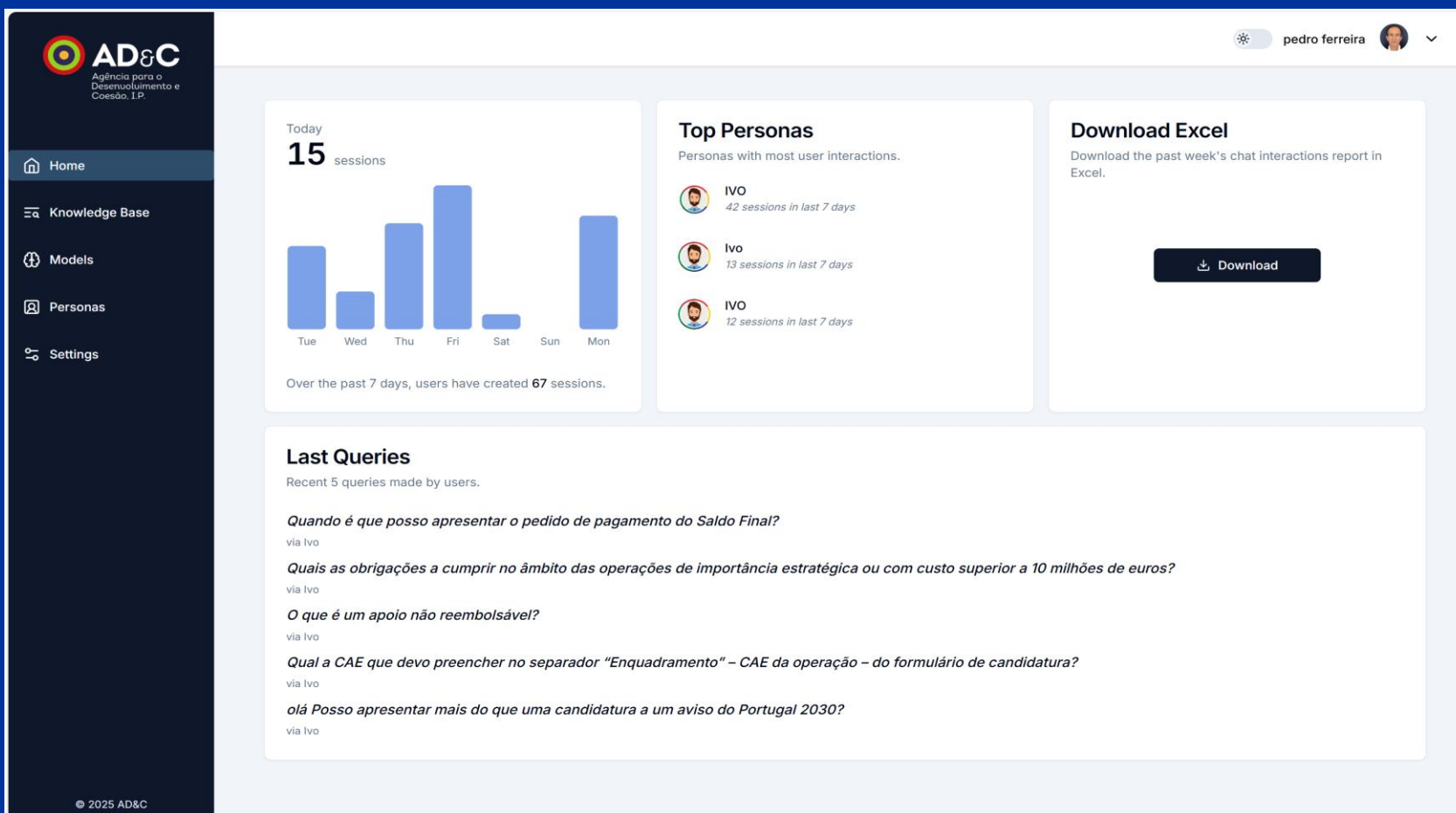
Platform where AD&C can

- create customized Generative AI assistants
- add internal knowledge bases
- configure the bots for their use cases, and
- share assistants with their teams - all under 15 minutes.

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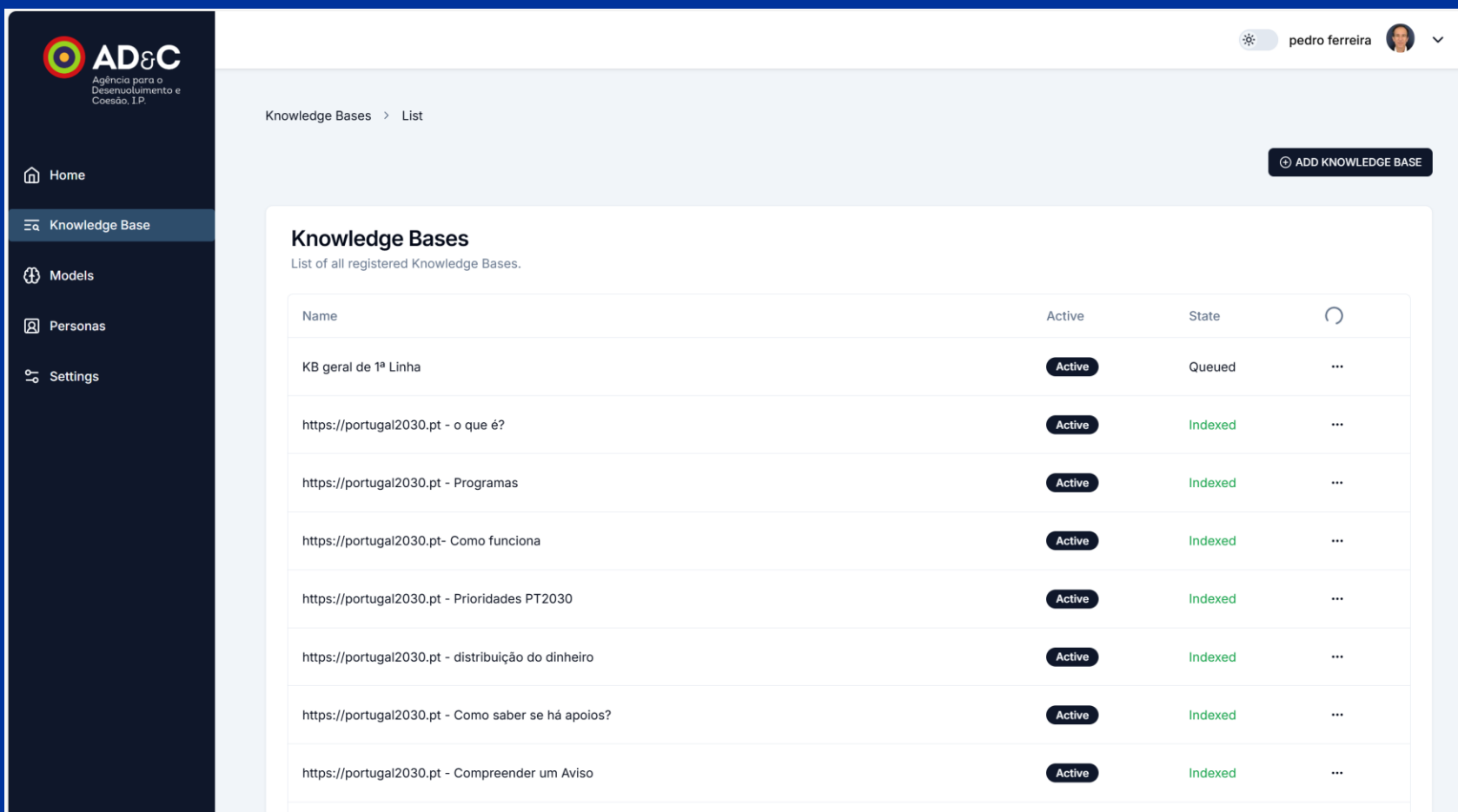
Dashboard with
main activity

Data is also
exported to a
real-time
dashboard



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Each assistant can have its own knowledge base (Excel, PPT, PDF, Word, txt, JSON, webpages and Sharepoint directories)

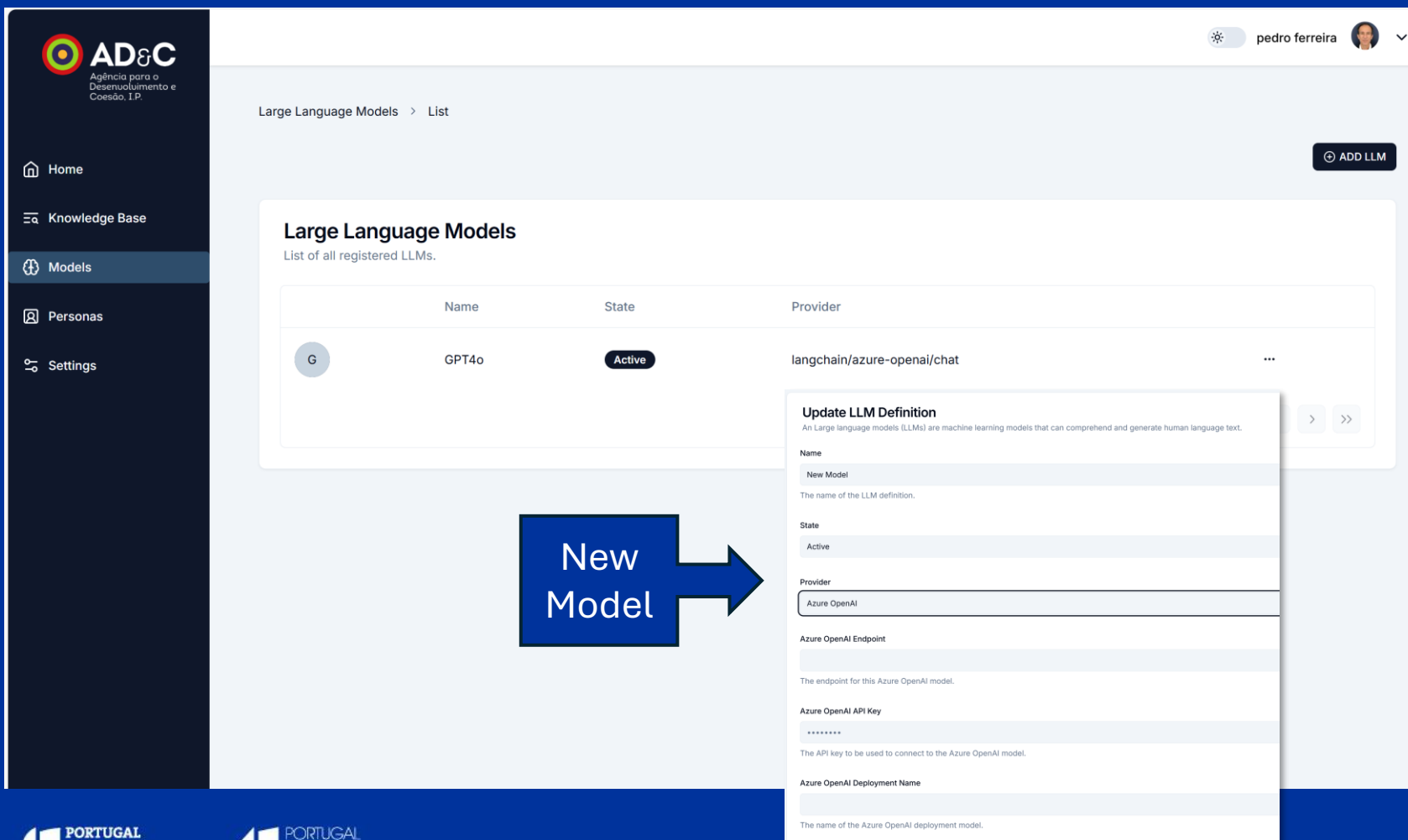


The screenshot shows the AD&C (Agência para o Desenvolvimento e Coesão, I.P.) Knowledge Bases interface. The left sidebar contains navigation links: Home, Knowledge Base, Models, Personas, and Settings. The main content area is titled 'Knowledge Bases' and lists all registered Knowledge Bases. A table displays the following data:

Name	Active	State	
KB geral de 1ª Linha	Active	Queued	...
https://portugal2030.pt - o que é?	Active	Indexed	...
https://portugal2030.pt - Programas	Active	Indexed	...
https://portugal2030.pt - Como funciona	Active	Indexed	...
https://portugal2030.pt - Prioridades PT2030	Active	Indexed	...
https://portugal2030.pt - distribuição do dinheiro	Active	Indexed	...
https://portugal2030.pt - Como saber se há apoios?	Active	Indexed	...
https://portugal2030.pt - Compreender um Aviso	Active	Indexed	...

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New LLM models
can be added to
any chatbot.
(cost vs
capabilities)



The screenshot displays the AD&C (Agência para o Desenvolvimento e Coesão, I.P.) interface for managing Large Language Models. The left sidebar contains navigation links: Home, Knowledge Base, Models (selected), Personas, and Settings. The main content area shows a 'Large Language Models' list with columns for Name, State, and Provider. A modal form titled 'Update LLM Definition' is open, allowing users to add or update a model. A blue arrow labeled 'New Model' points to the modal.

AD&C
Agência para o Desenvolvimento e Coesão, I.P.

Home
Knowledge Base
Models
Personas
Settings

Large Language Models > List

ADD LLM

Large Language Models
List of all registered LLMs.

Name	State	Provider
GPT4o	Active	langchain/azure-openai/chat

Update LLM Definition
An Large language models (LLMs) are machine learning models that can comprehend and generate human language text.

Name
New Model
The name of the LLM definition.

State
Active

Provider
Azure OpenAI

Azure OpenAI Endpoint
The endpoint for this Azure OpenAI model.

Azure OpenAI API Key
The API key to be used to connect to the Azure OpenAI model.

Azure OpenAI Deployment Name
The name of the Azure OpenAI deployment model.

New Model

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Personas have different personalities, knowledge bases and capabilities

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Home
Knowledge Base
Models
Personas
Settings

Personas > List

ADD PERSONA

Personas
List of all registered personas.

Name	Description
Ivo	Assistente da 1ª linha

Personas > Update

Discard Save

Metrics General Personality Knowledge Base Capabilities

Today's Metrics

3 Sessions 6 Messages 0 Response positive rating

Total Interactions - Interactive
Showing total user interactions for the last 30 days

Messages 37 Sessions 24

Page 10 of 10 Page 1 of 1

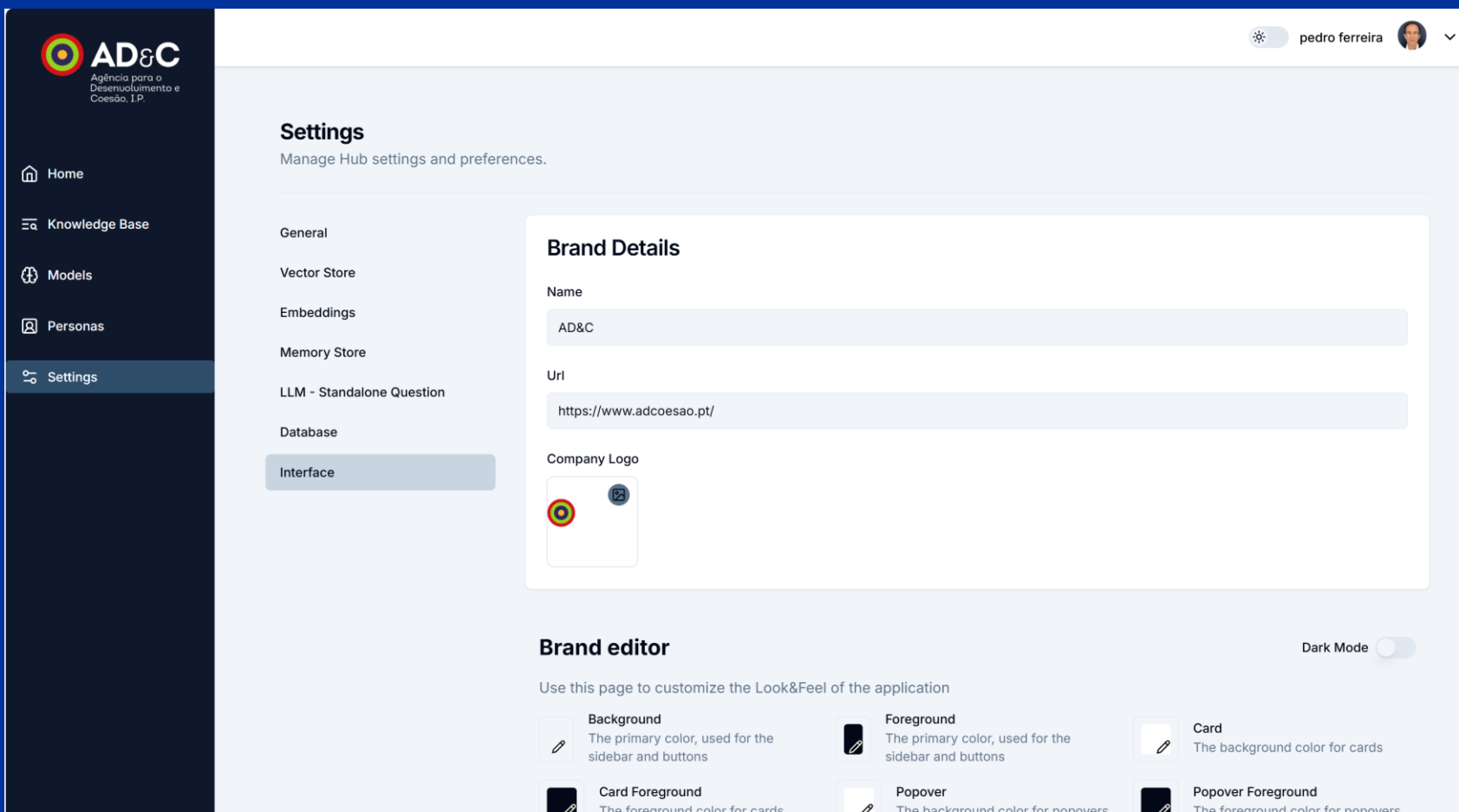
Set persona prompts, parameters

Extend persona capabilities with APIs *powerful*

Define persona knowledge base

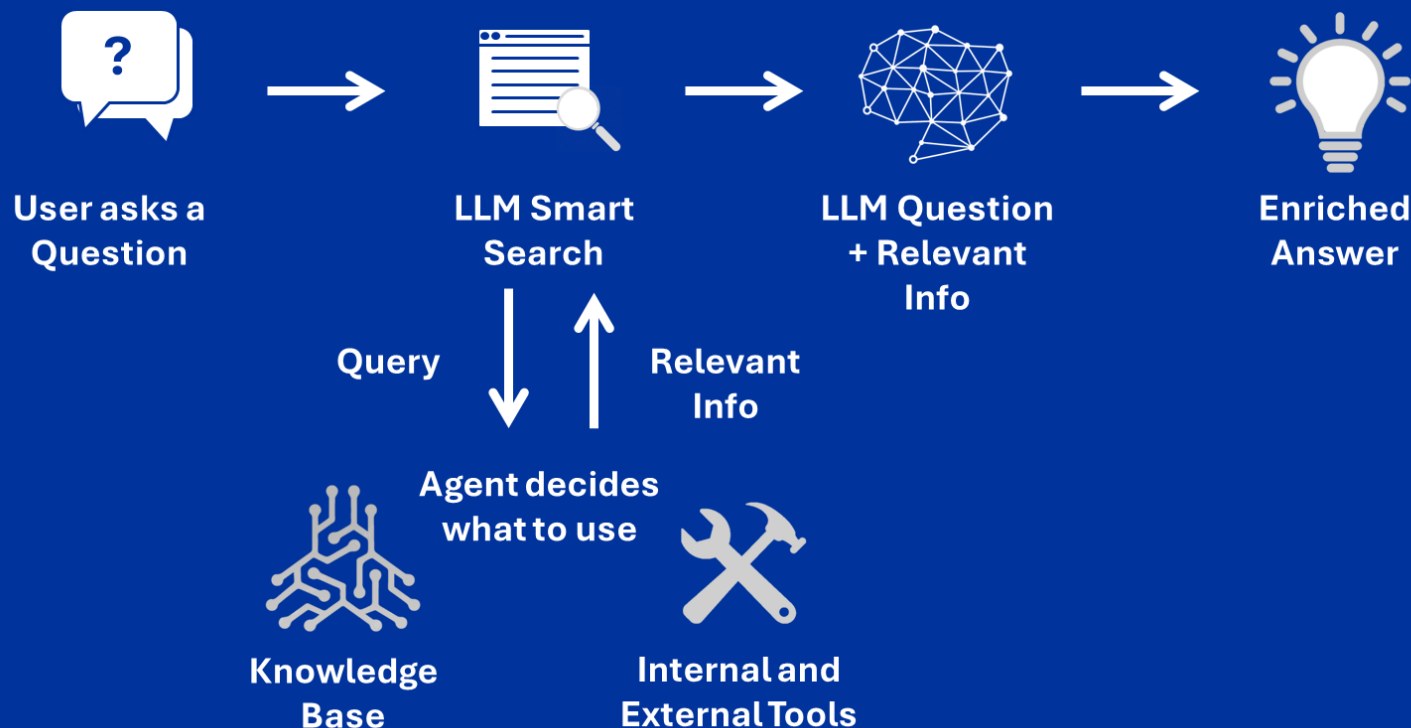
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Most technical parameters and branding of the interface are configured in Settings



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Agentic Model - Retrieval-Augmented Generation



Recently we adopted an agentic setup. The model decides what tools and Kb it should use



Key Benefits

Precision-tailored AI assistant

Shape your bot's personality with custom prompts. Set tone, boundaries, and creativity.

Harness confidential knowledge

Upload internal documents (up to Restricted/Sensitive Normal).

15-minute AI deployment

User-friendly platform for quick bot creation.



Product Features

Customize your bot personality and performance

Experiment with different GPT models to fine-tune your bot's intelligence. Adjust creativity levels and tone to craft a bot that resonates with your audience.

Streamline user interactions with smart templates

Design intuitive prompt templates with easy-to-fill placeholders. Simplify complex queries for users of all experience levels.

Enhance transparency with downloadable knowledge base

Give users direct access to your bot's information sources. They can download files from the bot's knowledge base, promoting trust and allowing for deeper exploration of topics.



PORTUGAL
2030



Olá, sou o Ivo.
Posso ajudar?



Os Fundos Europeus mais próximos de si.

ChatGPT (beta) 



Olá, sou o Ivo.
Posso ajudar?

Escreva uma nova pergunta



Operações

Pesquisar

Código de Aviso

Selecionar

▾

Situação

Selecionar

▾

PESQUISA AVANÇADA ▾

LIMPAR PESQUISA

- Prazo a terminar

Atenção ao prazo

Algum prazo

EXPORTAR LISTA ▾ MAIS OPÇÕES ▾

<input type="checkbox"/>	CÓDIGO ▴ ▾	DESIGNAÇÃO ▴ ▾	ESTADO ▴ ▾	SITUAÇÃO ▴ ▾	AVISO ▴ ▾	OI ▴ ▾	NIF ▴ ▾	BENEFICIÁRIO ▴ ▾	ELEGÍ
<input type="checkbox"/>			SUBMETIDA	EM AUDIÊNCIA PRÉVIA		-			1 872 62
<input type="checkbox"/>			SUBMETIDA	EM ANÁLISE TÉCNICA		-			480 84
<input type="checkbox"/>			SUBMETIDA	EM ANÁLISE TÉCNICA		-			1 237 47
<input type="checkbox"/>			SUBMETIDA	SUBMETIDA		-			
<input type="checkbox"/>			SUBMETIDA	SUBMETIDA		-			



How are we training IVO & EVA?

Simulation of interactions with the assistant

Questions are used to assess the assistant's responses, ensuring that the results are accurate, clear, and useful.

Diagnosis of response failures

When a response does not meet expectations, the underlying cause is analyzed: Insufficient information? Dispersed information? Ambiguous language?

Curation and restructuring of documentation

Content is reformulated and organized in a more direct and standardized manner, tailored to the model's reasoning.

Continuous integration into the model

The revised documentation is integrated, and the model is adjusted to reflect these improvements.



Hi I'm EVA. How can I help you today?



Hi Eva, how can I correct a payment authorization?



To correct a payment authorisation:

- 1.Access Payments:** Navigate to "Payments > Authorisations of Payment" to manage authorisations.
- 2.Manual Edits:** If manual, make corrections directly before submitting the final analysis.
- 3.Reanalysis:** If validation fails, reanalyse and correct the payment request.
- 4.Approval:** Validate corrections, create the decision list, and proceed to the final decision.
- 5.Check Errors:** Fix discrepancies in expense documents and validate IBAN.
- 6.Submit:** Submit the corrected authorisation for validation.

Let me know if you need further clarification!





Hi I'm EVA. How can I help you today?



Hi Eva, how can I create a checklist for a payment claim?



To create a checklist for a payment claim:

1.Navigate to Checklist Management:

1. Go to "Gestão > Parametrização de Check-List".

2.Create a New Checklist:

1. Select the option to create a checklist and define its parameters based on the applicable rules and regulations.

3.Update or Edit:

1. If needed, update, edit, or duplicate an existing checklist by selecting it and choosing the desired action under "Mais Opções".

4.Apply to Payment Claims:

1. Ensure the checklist is tailored to the specific payment claim and aligned with the conditions



Hi I'm IVO. How can I help you today?



Hi Ivo, I'm a private company working in innovation and development. What are the calls I can apply on the next 6 months in the Lisbon region?



Creation of Employment and Micro-entrepreneurship

- **Programme:** LISBOA2030
- **Objective:** Promote entrepreneurship, job creation, and self-employment.
- **Fund:** FSE+
- **Funding:** €3,100,000 (40% co-financing rate).
- **Application Period:** May–September 2025.
- **Beneficiaries:** Micro, small, and medium-sized enterprises, and social economy entities.
- **Details:** [Link to Call](#)

Let me know if you need further assistance!





European Funds closer to you

- www.adcoesao.pt
- www.portugal2030.pt

