

ANANSI MEDIA LAUNCH

Remarks by Edson Eastmond
Head, ttconnect

Tuesday, 29th July 2025 10:00 a.m.

THEME: FROM QUEUES TO QUERIES – Revolutionising the Citizen Experience

(Salutations)

Senator the Honourable Dominic Alexander Smith, Minister of Public Administration and Artificial Intelligence,
Permanent Secretary in the Ministry of Public Administration and Artificial Intelligence, Cory Belfon,
Dr Inshan Meahjohn, Chief Executive Officer of iGovTT,
Mr Charles Bobb-Semple, Deputy CEO of iGovTT,
my colleagues at iGovTT, ttconnect and across the public service,
specially invited guests,
members of the media,
and most importantly, the citizens of Trinidad and Tobago,

A very good morning to you all.

It is an honour to stand here today, not just as the Head of ttconnect, but as a public servant who, along with my team, has the distinct privilege of serving you every single day. Our work is, and has always been, about one thing: the citizen experience.

Not so long ago, getting a simple piece of government information often meant a journey in the most literal sense. It meant travelling to a physical office, joining a line, hoping you had the right form and were in the right place. The process required patience and perseverance.

It was within that context we established the ttconnect service centres, bringing services closer to communities, offering a single point of contact for multiple government needs. It was a revolution in its own right, a commitment to putting the citizen's convenience at the forefront.

And as the world moved online, we moved with it, launching ttGovChat. We were proud to deploy 32 active chat instances across ministry and agency websites, creating a digital frontline and indexing over 7,000 frequently asked questions to provide immediate answers.

This was a foundational step, and a successful one. It demonstrated our commitment to digital access and service. In fact, I am incredibly proud to share that our live chat services have

consistently maintained a 93% customer satisfaction rating. That number stands as a testament to the dedication of our agents and our unwavering focus on the quality of your experience.

But true service excellence requires honesty. And honestly, while we celebrated that success, we also recognised the limitations of that foundation. The information, while helpful, was often siloed. A citizen on one ministry's website could not get an answer that lived on another's. The interactions were functional, but they were not yet conversational. You had to navigate menus and ask questions in a very specific way. The system was helpful, but it was not yet intelligent. We knew the next stage of the evolution was required. We knew more had to be done.

Today, we are immensely proud to present that next stage. Today, we introduce Anansi, your trusted, national digital assistant for official information on government services.

Anansi is the natural next step in our journey. It takes the knowledge from all those individual sites, all those thousands of questions, and consolidates it into a single, intelligent, and conversational point of contact. Anansi represents the fulfillment of a simple, yet profound, promise. A promise that citizens no longer need to know the structure of Government to get an answer. They only need to know their question.

What does this mean for you, in your daily life? It means when you want to know how to renew your driver's permit, you just ask. When you need to find out how to enroll within the Ministry of Education First Year Infant Registration System of Trinidad and Tobago (FIRSTT), you just ask. When you want to clarify what documents are needed for a passport renewal or first-time application, you simply ask. These are the very services you told us were most important in our national survey, and we have built Anansi to answer those needs first and foremost. No more searching through multiple websites. No more guessing which ministry to call. Just a single, trusted source for the right answer, right away.

This is a powerful new tool, but I want to conclude with a point that is very dear to us at ttconnect, and it is a point that needs expanding. The human touch remains at the very heart of everything we do.

Anansi possesses a remarkable Artificial Intelligence. It is built for speed, for accuracy, and for 24/7 availability. But our ttconnect team possesses a different, and equally vital, kind of intelligence. They have situational intelligence. They have emotional intelligence. They are professional problem-solvers who can navigate complexity and understand the nuance of a personal situation in a way that technology cannot.

We are not just talking about theory - we have the data. In the last year and a half alone, our human agents have successfully resolved over 15,000 tickets. And our citizens have responded with a 97% satisfaction rating for that ticket resolution. That is the standard of excellence our team is committed to.

When you have a question that Anansi cannot answer, your query will not go into a void. A service ticket is immediately created. That ticket goes to one of our dedicated agents, who then becomes your advocate. They take ownership of your issue. They will act on your behalf, reaching out to the relevant Ministry or agency to find the information you need. They will follow up, and they will get back to you with the answer. You will not be left wondering. You will be supported.

So today, we move forward. From physical queues to intelligent queries. We continue our mission to revolutionise the citizen experience, driven by innovation, guided by your needs, and always, always delivered with the pride and commitment to service that defines who we are at ttconnect. We offer you the best of both worlds: the immediate power of AI, and the unwavering support of our dedicated people.

Thank you.