Ally
BY FORWARD

Responsible AI for Frontline Services Navigation

Client Reaches Out

No login, no form, no hold time

- Client visits your organization's Ally-powered page or widget
- Asks a question using chat or voice in their preferred language

Ask →

Ally Navigates

- Understands the client's situation in plain language
- Matches them to the right program or resource based on agency approved content
- Responds accurately, never invents answers
- Supports 25+ languages, 24 hours a day

Match →

Staff Takes Over

- Ally routes qualified clients to the right intake pathway
- Staff see context, not cold calls
- Human judgment drives all eligibility decisions
- Fewer repeat questions, more time for complex cases

Enroll →

More Clients Served

- Clients reach the right program faster
- Staff capacity freed for high-value work
- Navigation available in any language, any hour
- Connects to FORWARD platform or third party CRMs for intake and outcomes

No PII retained by Ally at any step | **Agency-approved content only** | **Staff make all decisions — Ally navigates, not decides** | **Fully auditable — every interaction traceable** | **25+ languages — multilingual by design** | Hosted on **Microsoft Azure** **forwardplatform.com**