

Presentation To

National Association of Secretaries of State

2023 Summer Conference



**West Virginia One Stop
Five Years of Building and Improving**

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WV One Stop Business Center

It's never been easier to do business!



**West Virginia
Secretary of State**



**West Virginia State
Tax Department**



**DIVISION OF
LABOR**

WorkForce
WEST VIRGINIA

A proud partner of the **AmericanJobCenter**® network



Why it Works

- 1) Integration with other agencies
- 2) Superior Customer Service
- 3) Replicating brick & mortar with online portal
- 4) Voluntary Expedited Service Fees
FY23 = \$348k



**Operational Efficiency
Less Time to Register a New Business**

Prior to WV One Stop: **Average 2 Weeks**

Current Expedited Walk-Ins: **Average 30 minutes**



One Stop Pop Up

- QR Code linked to WVSOS business page



What is an AI Chat Bot

- User interface
- Knowledge base
- Governance (accuracy & confidence)



S.O.L.O.
single. online. location.

- Assist with LLC formation
- Proof of Concept for Statewide deployment
- Built in cooperation with IBM's Watson team
- Expansion continues
 - Backend integration, subject matter expansion





Three components:

1) **Watson Discovery**

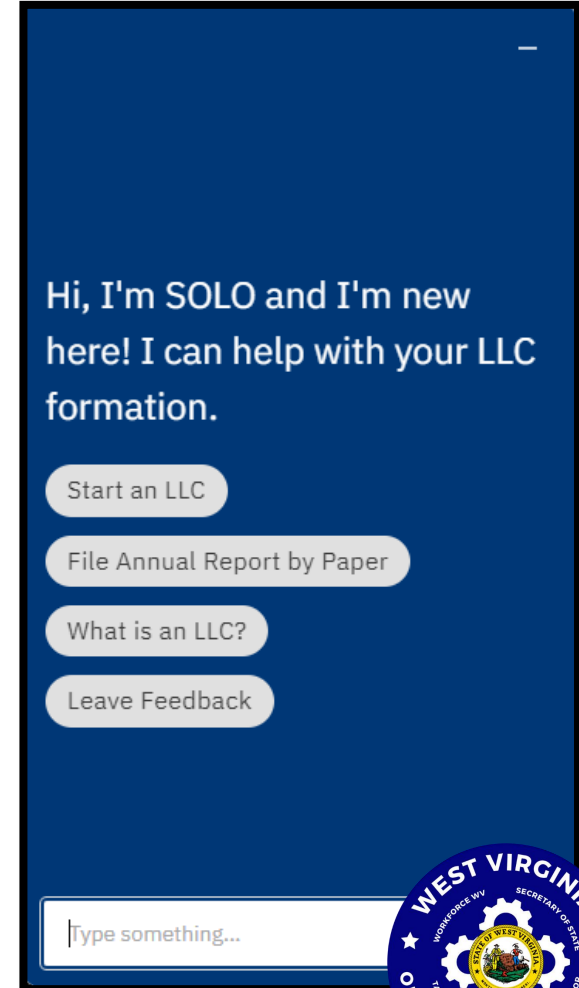
- Online engine that searches 4 sites for data

2) **Watson Assistant**

- User Interface

3) **NeuralSeek**

- Natural language capabilities



Watson Assistant – Real Interactions

| Duration | Requests | Recognized requests | Searches |
|----------|----------|---------------------|----------|
| 0 | 1 | 1 | 0 |



I just need a copy of my business certificate.
How do i get that

#BLFQCopyOfDocuments started

If you filed on the One Stop Business Portal, copies of filings can be found at the bottom of the 'Secretary of State' tab.

Copies can be requested by submitting a [Customer Order Request](#) form to the Secretary of State's Office.

Plain Copies are, per business, \$1.00 for the first page and .50¢ for each additional page.

Certified Copies are, per business, \$15 for the first document and \$5 for each additional document.

Was this helpful?

Yes

No



Watson Assistant – Real Interactions

| Duration | Requests | Recognized requests | Searches |
|----------|----------|---------------------|----------|
| 0 | 1 | 1 | 0 |

☑ **How to request a letter of good standing**

#BLFQGoodStanding started

A **letter of good standing** or **letter of existence** is a document issued by the home state / country by the Secretary of State or equivalent office that affirms the business is currently registered and compliant in their home state or country.

You can get one by contacting the Secretary of State or equivalent office of the state or country that your business is domestic to.



Example of Real User Interaction

- “Does my nonprofit need insurance?”
- “Yes, you need...”
- All info from WV Code




Neural Seek – Real Interactions

Do nonprofits have to carry liability insurance in West Virginia?

Respond in

Seek 

Personalize 












Enter a question to seek an answer

Highlight Answer Provenance



 Yes, according to the documentation provided, nonprofit youth organizations are required to carry liability insurance in West Virginia with a minimum coverage of \$1 million per person and \$3 million per occurrence, as well as \$50,000 for property damage. The liability of nonprofit volunteer permittees is also limited to the amount of liability insurance available to them, unless the act or omission giving rise to the permittee's liability was the result of willful misconduct.

| | |
|--|---|
| KnowledgeBase Results | 29, with 1 filtered by Date Penalty or Score Range |
| Confidence | 25% |
| KnowledgeBase Coverage | 100% |
| KnowledgeBase Response Time | 3.559 seconds |
| Total Response Time | 10.074 seconds |
| PII on Input | true |
| KnowledgeBase Context | |
|  WVC 29 - 29 - 7 .docx 8c62c4af70da3b5754e80b55ffd21f94 | 25%  |
|  WVC 29 - 12 B- 7 .docx 7ec29a968f6fb6bd1d6983ec58d51bba | 11%  |
|  WVC 33 - 32 - 18 .docx 46cb6896fc8a3a22183ec0425da33dea | 8%  |



Example of Real User Interaction Cont.


- “How to get a fishing license in WV”
- Apply through DNR. Fee is \$33
- Answer includes Code section & confidence interval

Neural Seek – Real Interactions

How do I get a fishing license in West Virginia?

Respond in

Seek 

Personalize 





Enter a question to seek an answer

Highlight Answer Provenance



Sentiment

 To get a fishing license in West Virginia, you can apply online through the West Virginia Division of Natural Resources website, visit a license agent, or apply by mail. The license is available to residents and aliens lawfully residing in the United States who have been domiciled residents of West Virginia for a period of thirty consecutive days or more immediately prior to the date of their application for a license. The fee for the license is \$33.

| | |
|--|--|
| KnowledgeBase Results | 29, with 1 filtered by Date Penalty or Score Range |
| Confidence | 100% |
| KnowledgeBase Coverage | 100% |
| KnowledgeBase Response Time | 3.682 seconds |
| Total Response Time | 9.69 seconds |
| PII on Input | true |
| KnowledgeBase Context | |
|  WVC 20 - 2 - 42 J .docx 1e8956b58c8a697031eb4e238bb28863 | 100% ^ |
| <p>A Class X license is a resident hunting, fishing and trapping license and entitles the licensee to hunt and trap for all legal species of wild animals and wild birds, to fish for all legal species of fish except trout and to take frogs in all counties of the state, except as prohibited by the rules of the Director or Natural Resources Commission and when additional licenses, stamps or permits are required. No additional fees shall be required of Class X licensees for a Class CS stamp. To fish for trout, a Class X licensee must purchase and carry a valid Class O stamp or Class O-L license. The Class X license shall be issued only to residents or aliens lawfully residing in the United States who have been domiciled residents of West Virginia for a period of thirty consecutive days or more immediately prior to the date of their application for a license. The fee for the license is \$33. The portion of the Class X license fee equal to the annual fee for the Class CS stamp shall be designated as conservation stamp revenue and expended pursuant to section nine, article two-b of this code.</p> | |

Relevancy %



WVSOS will continue to innovate for the benefit of West Virginia

Stay tuned – We're just getting started!





Questions?