

CREA-RS revolutionizes ART issuance with voice command and GenAI

Users of the Conselho Regional de Engenharia e Agronomia do Rio Grande do Sul (CREA-RS) in Brazil can now use their voice to complete the Technical Responsibility Annotation (ART) form.

Problem

The traditional process for filling out the ART at CREA-RS was complex, required access to laptops, and forced users to manually complete all fields, making it difficult to complete the task quickly and efficiently.

Objective

Make it easier to issue the ART by allowing users to complete and submit the document using voice commands. Additionally, improve system accessibility, speed up response times, and ensure the protection and privacy of professionals' data.

Challenge

Integrate a voice assistant (Alexa) and Generative Artificial Intelligence into a government environment, ensuring the solution is easy to maintain and operate, even without specialized technical knowledge.

Solution

[Globant Enterprise AI](#) enabled the integration between Alexa, Amazon's virtual assistant, and the [CREA-RS](#) portal, allowing users to complete the Technical Responsibility Annotation (ART) using voice commands.

With simple instructions, professionals can now use their voice to fill out the form online and issue the ART from anywhere, without needing a computer. This functionality significantly speeds up the process of requesting a document essential for starting the projects or works they are hired for.

Additionally, all information provided is kept completely secure. The data is not used to train AI models or feed external databases. Globant Enterprise AI operates in a fully isolated and protected environment, ensuring complete user privacy.

Developing this new functionality with Globant Enterprise AI enabled:

- Fast and efficient integration of voice commands, **reducing development time and costs.**
- **High standards of data security and privacy.**
- **Easy adoption of Generative AI without requiring advanced technical knowledge**, while offering flexibility for future improvements and expansions.



Results

This solution allows approximately 80,000 professionals in Engineering, Agronomy, and Geosciences to use their voice to complete the document online, instead of typing it, simplifying the submission process in a practical and intuitive way.