

First-Ever Patented AI Government Funding Vetting Solution - **【PistaChio】** 首個專利人工智能方案 革新政府資助計劃 - **【開心果】**

概要 Overview

【開心果】是香港首個專門服務政府資助計劃並成功取得專利的代理式AI解決方案。人工智能平台整合內部標準、歷史數據及市場資訊，運用智能代理技術，協助審批專員更快速、準確地處理申請，提升決策效率與一致性。

The Agentic-Based AI solution **【PistaChio】** is Hong Kong's first patented AI platform specifically designed for government funding programs. **【PistaChio】** integrates internal standards, historical data, and industry information, leveraging intelligent agent technology to assist vetting officers process applications more quickly and accurately, thereby improving decision-making efficiency and consistency.

主要功能 Key Functions



問答式聊天機械人 Intelligent Q&A Chatbot

- RAG 聊天機器人給予的信息支援，依照了內部指引、相關申請要求及過往數據
- The information provided by the RAG (Retrieval-Augmented Generation) chatbot is based on internal guidelines, application requirements, and historical data.



中央知識管理窗口 Central Knowledge Management Portal

- 集中化的知識管理平台，作歸類及儲存案例，數據庫之用
- A centralized platform for knowledge management, used to categorize, store, and retrieve historical case data and information.



審批 AI 助理 Form Assessment AI Assistant

- 運用代理式人工智能，初步審核申請，並根據內部準則、過往申請以及市場數據進行分析
- Utilizes agentic AI to conduct preliminary application reviews, analyzing based on internal criteria, past applications, and market data.

成果 Achievements

高效性 Efficiency

整體申請審核流程的時間
Shorten the overall application review process time

可縮短
by an average of **20%**

高效益 Effectiveness

針對每個評估標準提供準確且標準化的後續行動建議，能有效減少每個申請的2至3輪修訂，從而降低溝通成本。
Effectively reduce 2-3 rounds of revisions per application, lowering communication costs and improving operational efficiency.

現時已應用於超過
Currently applied to over

1,800

宗申請
applications

準確性 Accuracy

在評估過程中加快文件及資料檢查流程，避免人為主觀判斷導致誤差，確保決策客觀。

Speed up the document and information checking process during assessment, prevent bias or mis-judgement by subjective evaluation.

高達
Increase by **90%** 準確率
accuracy

應用場景 Area of Adoption

執行其他政府資助計劃
Implementing other
Government Funding
Schemes

專利AI解決方案應用於
其他政府服務
Adopt Patented AI Solution to
other Government Services

政府共享服務中心
Government Shared
Service Centre