**User Acceptance Testing (UAT) Template**

|  |  |
| --- | --- |
| Date | 1/07/2026 |
| Team ID | LTVIP2025TMID60826 |
| Project Name | Citizen Al - Intelligent Citizen Engagement Platform |
| Maximum Marks |  |

A Citizen AI platform refers to the integration of Artificial Intelligence (AI) technologies into systems that enable non-technical users, often called citizen developers, to build applications and automate processes. These platforms empower individuals across various departments to create tailored solutions without needing extensive coding knowledge.

Key aspects of Citizen AI platforms:

Low-code/No-code Integration:

Citizen AI platforms typically leverage low-code or no-code development environments, allowing users to build applications by dragging and dropping elements or using natural language prompts.

AI-powered Automation:

AI plays a crucial role in automating repetitive tasks, suggesting improvements, and even writing code behind the scenes, making the development process more efficient and accessible to a wider audience.

Enhanced Efficiency and Accuracy:

By automating tasks and providing intelligent recommendations, AI can significantly improve the speed and accuracy of application development and deployment.

Focus on Business Needs:

Citizen AI platforms empower business users to address their specific needs by creating custom applications that streamline workflows and improve productivity.

Bridging the Gap:

These platforms help bridge the gap between business users and IT departments, allowing for faster development cycles and more efficient resource allocation.

Examples:

Citizen AI is integrated into platforms like cplace, UiPath Autopilot, and CitizenLab, among others, enabling various use cases from automation to citizen engagement.

How AI transforms citizen development:

Intelligent Automation:

AI handles repetitive tasks, freeing up citizen developers to focus on more strategic aspects of application development.

Smart Recommendations:

AI analyzes data and provides tailored suggestions to guide citizen developers in building applications.

Predictive Analytics:

AI anticipates potential issues or bottlenecks in the development process, allowing for proactive solutions.

Error Detection and Resolution:

AI tools can identify and help resolve errors in workflows and data inputs, making it easier for non-technical users to build applications.

AI Chatbots:

Virtual assistants provide real-time guidance and support to citizen developers as they navigate the development process.

Workflow Automation:

AI automates routine processes like task assignment, data collection, and report generation.

In essence, Citizen AI platforms empower individuals with limited coding experience to leverage the power of AI and automation to build applications, streamline workflows, and contribute to the digital transformation of their organizations.