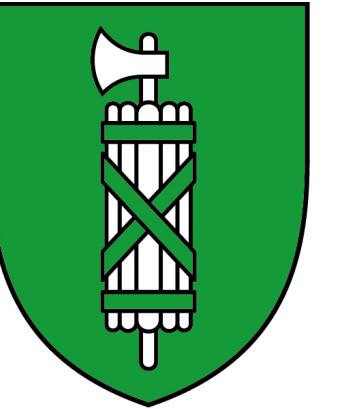


# **START Hack 2024**

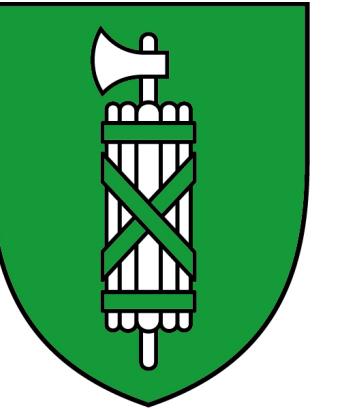
## **Code for Change: Your voice bot contribution to the Canton of St.Gallen**



# WHO WE ARE

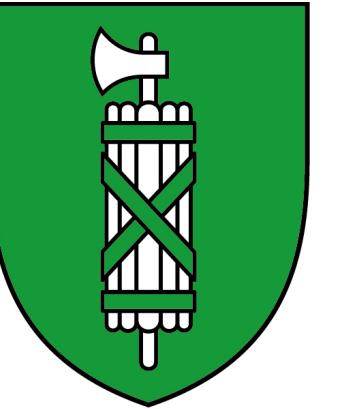
## Code for Change: Your voice bot contribution to the Canton of St.Gallen





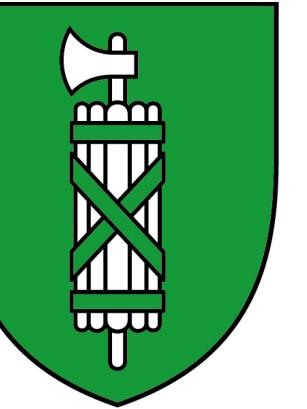
## WHAT'S THE CURRENT PROBLEM?

- **High Call Volume Issue**
  - Canton of St.Gallen experiencing high call volumes
  - Increased call volumes persist even with new e-services and digital support options
- **Service Expansion**
  - Canton's service range expansion leads to more support requests
- **Demand for Rapid Assistance**
  - Both the general population and companies require quick telephone support



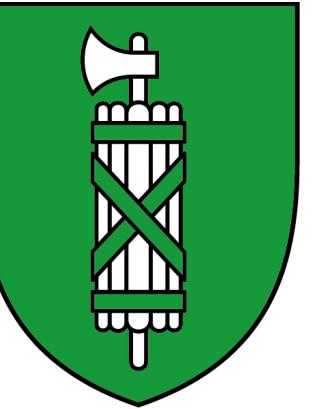
## WHAT COULD BE YOUR SOLUTION?

- **Voicebot Solution**
  - Intended to enhance telephone availability and automate responses
- **Service Efficiency and Accessibility**
  - Aim to enhance user experience with an efficient, accessible service
- **Reducing Staff Workload**
  - Intention to alleviate the workload on staff through automation
- **Dialogue and Referral System Capabilities**
  - Autonomously answer user queries, provide triage or referral options as needed



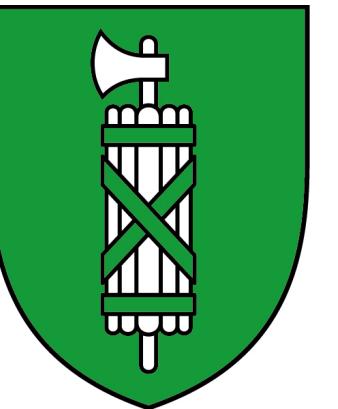
## WHO WILL YOUR SOLUTION BE FOR?

- **Citizens**
- **Businesses**
- **Municipalities**
- **Partners**
- **Other entities interacting with the Canton of St.Gallen**



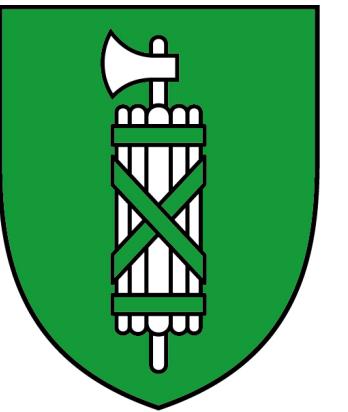
## WHAT DATA IS PROVIDED TO YOU?

- Around 50 anonymized transcripts of real calls from the switchboard
- FAQ data from the website [www.sg.ch](http://www.sg.ch)
  - Scripts to acquire data from sg.ch
  - Downloaded HTML files of individual webpages from sg.ch
  - Downloaded .mp3 files from the 'Vorlesen' section of the website.



## WHAT TECHNOLOGY ARE SUGGESTED TO BE USED?

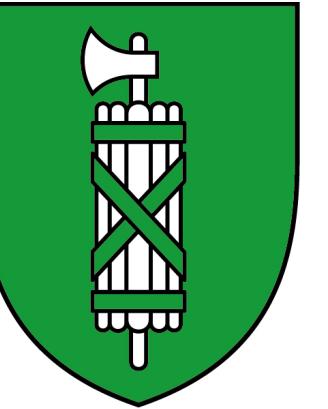
- **Web Scraping Tools** -> Leverage web scraping for information from the sg.ch website
- **Artificial Intelligence:**
  - **Data-driven approach** -> Employ machine learning to train the bots effectively
  - **Speech2Text Models (API models permitted)** -> Incorporate Speech2Text technology for converting spoken words into text
  - **NLP** -> Use NLP to understand and interpret user requests accurately
  - **Text2Speech Models (API models permitted)** -> Generate the answer to the question using a speech synthesis
- **Open to other solutions, including low-code or no-code platforms**



# What will be the most important criteria for your solution?

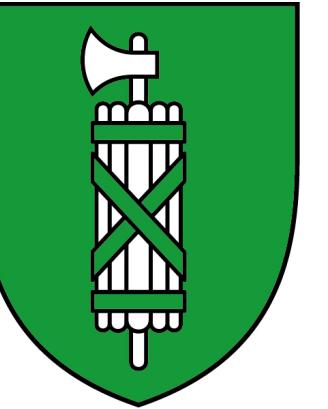
- **Functionality, creativity and innovation (40%)**
  - The voice bot is functional and can be tested live
  - Novelty of the approach for a phone exchange in public administration of the Canton of St.Gallen
- **Presentation and vision (30%)**
  - Presentation of the bot and the project
  - Roadmap for the full deployment of the solution (incl. possible implementation + cost estimate)
- **Feasibility and technical assessment (30%)**
  - Applicability in real scenarios within the phone exchange of the Canton of St.Gallen
  - Realistic feasibility in terms of time, budget and data protection

\*Technical documentation and traceability are available!!!



## What is the required format of your presentation?

- **PowerPoint (.pptx) format presentation that...**
  - ...**outlines your concept**
  - ...**showcases your code**
  - ...and ideally presents a **working** Minimum Viable Product (MVP)

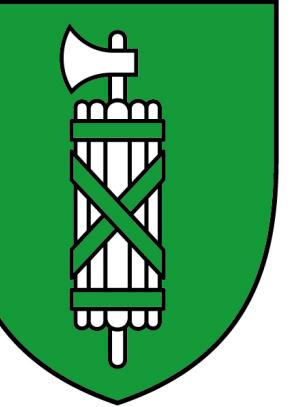


## What's in it for the winning team?

- Lunch with the State Secretary or a member of the cantonal government followed by a guided tour of the Canton's government building

OR

- A paragliding flight over the beautiful Canton of St.Gallen



## Questions?

- Chat with us at our Hack Booth. We're happy to help you!
  - Beni Kunz (Canton of St.Gallen)
  - Sandro Parissenti (Canton of St.Gallen)
  - Lukas Möller (DeepJudge | Data Partner)
  - Maksim Zubkov (DeepJudge | Data Partner)
  - Alex Rivoire (DeepJudge | Data Partner)
- Partner Slots
  - 20.03.2024: 20:00 - 22:00
  - 21.03.2024: 10:00 - 12:00 & 18:00 - 20:00

No Partner Slot right now  
and our booth is empty?  
-> Send us a message or  
book a meeting with us via  
the START Summit app and  
we will get back to you as  
soon as possible!