TUM AI MAKEATHON – The Embassy of the Future

Embassies are not just diplomatic hubs; they are a critical safety net for citizens abroad. Their core functions of protection, communication, and representation mean they must respond effectively to the needs of nationals in any given situation.

However, during emergencies (E.g. natural disasters, political unrest, or armed conflict) this protective role is often compromised. Standard crisis protocol typically involves reducing embassy operations and evacuating personnel, which drastically limits the ability to support citizens on the ground.

This is where our solution comes in. We propose an automated emergency chatbot that operates entirely through concatenated SMS messages (works with every phone, minimum signal required, and no internet or apps needed), allowing personalized two-way communication even without internet access. This ensures that in situations where digital infrastructure is weak, overloaded, or unavailable, citizens can still get reliable, actionable information.

The chatbot contact is delivered in the first emergency message sent by authorities and is powered by a large language model (LLM) that is regularly fed with verified data from the Auswärtiges Amt or the local German embassy. This data is manually prepared by authorities to ensure quality and accuracy. The chatbot provides information such as:

- Nearest evacuation points
- Functional medical facilities
- Current risk zones
- Real-time status updates
- Official safety recommendations

We intentionally do not include any data processing or open-ended interpretation; the chatbot simply communicates sorted, validated information provided by official sources. This preserves trust, consistency, and clarity.

In a world where emergencies are growing more complex and connectivity cannot be taken for granted, this tool provides a simple but powerful layer of support.