

1 Problem Statement

With rapid urbanization, cities are facing increasing challenges in managing public services, engaging with citizens, addressing environmental issues, and ensuring sustainable development. Traditional systems lack a centralized, AI-powered platform that provides real-time support, accessible information, and decision-making assistance for both citizens and authorities.

2 Empathy Map Canvas

- **User:** City residents, authorities, tourists, healthcare seekers
- **Says:** "I want to find information quickly."
- **Thinks:** "I hope I get reliable services and fast responses."
- **Does:** Uses mobile/web applications for assistance
- **Feels:** Frustrated with delays, wants a smarter system

3 Brainstorming

- What if citizens had one assistant for all services?
- How can AI provide summarized city information instantly?
- What APIs or models can make the system intelligent?
- How to integrate feedback and city health monitoring?