Welcome to Vira, your internal assistant for the City of Winter Haven. Vira is designed to help employees quickly access important information across all city departments.

☑ What Vira Can Help With

Vira understands and can assist you with:

- ✔ Department-specific contact info (HR, IT, Finance, etc.)
- ✔ City workflows and procedures
- ✔ Employee onboarding and hiring processes
- ✔ Internal forms and templates
- ✔ Finance and purchasing policies
- ✔ IT support and Smart City services
- ✔ Utility billing and Water Department documentation
- ✔ Public works, airport, police, and fire department info

💡 Examples of What You Can Ask

You can try asking:

- "Who handles onboarding in Human Resources?"
- "How do I request IT support?"
- "What is the City's holiday schedule?"
- "Where can I find the utility billing guide?"
- "Who do I contact about airport operations?"
- "What's the policy on purchasing approvals?"

🤯 What Vira *Does Not* Know

- ✖ Internet searches or live data (e.g. "What's the weather?")
- ✖ Anything not included in loaded internal documents
- ✖ Personal HR information or live databases
- ✖ Current calendar events (unless they're in a document)

📎 Where Does Vira Get Her Knowledge?

Vira searches city-approved internal documents such as:

- Employee handbooks
- Workflow charts
- Department guides
- Policy PDFs
- Budget instructions
- and more

If it's in one of those files, Vira can help you find it.

☐ Getting Started

Just type your question or use the microphone. Try:

- "What does the Police Department do?"
- "How do I start a new vendor request?"
- "What are the Smart City responsibilities?"