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Find out more at :
https://www.comune.taranto.it/news-in-evidenza/1531-transizione-ecologica-economica-
ed-energetica-per-far-diventare-taranto-una-citta-resiliente-entro-il-2030

Zagreb Smart City Hub; Zagreb: The City of Zagreb has always kept in step with the times and with technology, using it to provide simple, clear and transparent access to information about its activities. The platform "Zagreb Smart City Hub" was created to help citizens find relevant information on "smart" projects and communicate on key decisions, and to involve them in strategic decision- making. The ultimate objective is to offer citizens, companies and institutions greater transparency and efficiency. The platform can be publicly accessed on the City of Zagreb's official website.

Find out more at:
https://www.zagreb.hr/pametniji-i-transparentniji-zagreb-predstavljena-n/176924

4.3.2.4 AI in Smart Tourism: Gdynia

'Virtual Clerk' as an Artificial Intelligence Tool; Gdynia: In 2015, Gdynia has become the first Polish city to introduce solutions enabling convenient and friendly contact with customers via Virtual Clerk. It is fully designed and implemented by the staff of the Gdynia City Hall and works on the basis of an artificial intelligence mechanism that understands the question and immediately finds an answer or forwards it to the place where the answer is to be found. The Virtual Clerk is well adapted to the needs of the residents and the city by offering residents multi-channel communication and by including everyone. The accessibility also encourages people with restrictions to use this intelligent communication tool.

Find out more at:
https://innovationinpolitics.eu/showroom/project/residents-account-gdynia-e-services-
centre/
https://www.chatbots.org/conversational_agent/wirtualny_urzednik/