

Citizen AI Intelligent Citizen Engagement Platform

CA AI DRIVEN AI ASSISTANT CA An autonomous AI agent that interacts with citizens in a personalized and human-like manner	C CITIZENS Individuals within communities, seeking assistance, information, or engagement	D DATA SOURCES Open government data and APIs that provide real-time information relevant to citizen needs
J JOBS-TO-BE-DONE/ NEEDS Understand and address needs, issues, and concerns of citizens in a proactive and efficient	R RESPONSE CONTEXT Crafting contextual, accurate, and policy-compliant responses based on available data and previous interactions	B BEHAVIOR Engages with citizens in a conversational and empathetic way to provide support and information
T TRIGGERS A citizen reaches out with a question, issue, or request through a designated digital channel	S INTELLIGENT RESPONSE The AI assistant provides information, resolves issues or escalates to human agents if needed	CH CHANNELS OF BEHAVIOR Text/SMS, mobile apps, web portals, and other accessible channels where citizens can engage with AI assistant

