


# CITIZEN AI – INTELLIGENT CITIZEN ENGAGEMENT PLATFORM

Reporting issues, accessing services, and engaging with governance via AI

| Steps                | <br>loy habes<br>docy a eana a<br>accorefasing my | <br>Entice | <br>Enter    | <br>Engage              | <br>Extend |
|----------------------|--|---|---|--|---|
| Steps                | <div>Sex<br/>adipost</div> See ad/perober<br>hear from rilelg/bor/service  | <div>Open<br/>web-crap</div> <div>Sext<br/>leave<br/>tservice</div>                         | <div>Chali-<br/>wnutik<br/>dewatch<br/>Admin</div> <div>Charbiire<br/>bucãere<br/>npure</div> | <div>Submit<br/>wepok<br/>hoebhock<br/>If wasek</div> <div>Chal-<br/>neesled<br/>oeeenmal<br/>system</div> | <div>Receive<br/>ceution<br/>meashur?</div> <div>Regive<br/>fecum or<br/>volval</div>         |
| Interactions         | <div>See<br/>ament</div> Open website/app.<br>select issue, service  | Let me try it this<br>is better, that<br>going in person.                                   | Hope / get.<br>a helpful response   | I just want if fixed<br>or acknowledged  | I'd like to know<br>it was resolved.  |
| Goals & Motivations  | <div>I want<br/>I amair</div> <b>People:</b> Community staff<br>helpdack<br><b>Things:</b> CR code, GPs                            | No login needed<br>smooth start   | Charbot understands<br>and responds well  | Quick response or<br>acknowledgment  | Issue, resolved<br>feedback vaeen<br>serfously.   |
| Positive Moments     | <div>Easy<br/>mement</div> <b>Easy access</b><br>via iwnat.kpp/app   | Too many stops.<br>to register  | Charbot understxood<br>slow response  | <div>No update<br/>other<br/>submitting</div> <div>Noupdale<br/>order<br/>subnitting</div>                 | Satisfaction<br>sumbok reward<br>reedback   |
| Areas of Opportunity | <div>Area<br/>of opper<br/>tunity.</div> Auto fill based on<br>phone location  | Auto-fill based on<br>phone location  | Improve natural<br>rngqauor<br>understanding  | Selãr o aui<br>update tracter  | Satisfaction<br>to wour<br>reward feedback  |