Citizen AI Intelligent Citizen Engagement Platform

CA — AI DRIVEN AI ASSISTANT — CA

An autonomous AI agent that interacts with citizens in a person alized and human-like manner

C — CITIZENS

Individuals within communities, seexking assistance, information, or engagement

D — DATA SOURCES

Open government data and APIs that provids real-time information relevant to citizen ne-eds

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 ard previous interactions

B — BEHAVIOR

Engages with citizens in 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 essistant 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

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