

Smart Citizen Engagement

AI that lets residents communicate with the local authority.

- AlephChat is an AI-powered communication layer that bridges the complexity of municipal information with simple, clear access for residents.
- Using advanced LLM technology, the system lets the local authority deliver immediate, natural-language responses to inquiries from residents and prospects — 24/7.
- It plugs directly into the channels residents already use — WhatsApp, Telegram and the authority's website — automating inquiries, guidance, forms and public information without needing a human in the loop at the first touchpoint.

The Challenge

Public service in a demanding digital era

1

Partial Availability

Residents reach out around the clock. Late responses or no response at all hurt the perceived quality of service.

2

Repetitive Request Overload

Call centers (such as the 106 line) spend significant time answering the same questions: opening hours, document requirements, licensing, property tax, education and more.

3

Information Accessibility

Static websites make it hard to find targeted information. Most residents struggle to phrase a search or to locate the relevant answer on their own.

4

Information – Policy Gap

It is difficult to guarantee that every answer given to a resident matches the authority's current procedures and policies.

Strategic Advantages for the Local Authority

Improved Service Experience

Immediate 24/7 response strengthens the sense of availability and public trust.

Operational Efficiency & Lower Workload

Cutting repetitive call-center traffic frees teams to focus on complex issues and strategic projects.

Analytics & Deep Insights

Detailed reports on frequent questions, emerging trends and key topics — a management tool for improving processes and public information.

Promoting Municipal Policy & Initiatives

Every interaction is an opportunity to reinforce municipal messages — encouraging recycling, green mobility, water conservation and more.

More Traffic to the Authority's Website

Pointing users to content on the official website and encouraging use of existing information strengthens the authority's digital visibility, including in AI-driven search.

Rapid Deployment

The system is built for fast rollout, ingesting existing policy documents, procedures and content so the assistant can go live in a short timeframe.

Redbo specializes in developing smart solutions for complex content domains. With 20 years of experience working with business clients and public authorities, we combine deep operational understanding with advanced AI technologies — to streamline processes and improve the service experience for residents.