



Regional council

Residents are spread across settlements, and each one runs a little differently. Information that is right for one is wrong for another, and the contact centre translates those differences by memory on every call.

The challenge:

Service in a demanding digital era

1

Information differs per settlement

What is right for one is wrong for another. Staff translate the differences from memory on every call.

2

Distance from the offices

Residents are spread out. Getting to the council offices costs an hour or more, and is not always possible.

3

Nobody knows who is responsible for what

A regional planning committee, a municipal association, a local settlement committee, the council itself. A resident should not need to know how powers are divided - but without that, they are passed from one body to the next.

- Answers per settlement where the information differs
- Brings together information scattered across pages and documents
- Available to people far from the offices

Hebrew

Arabic

Russian

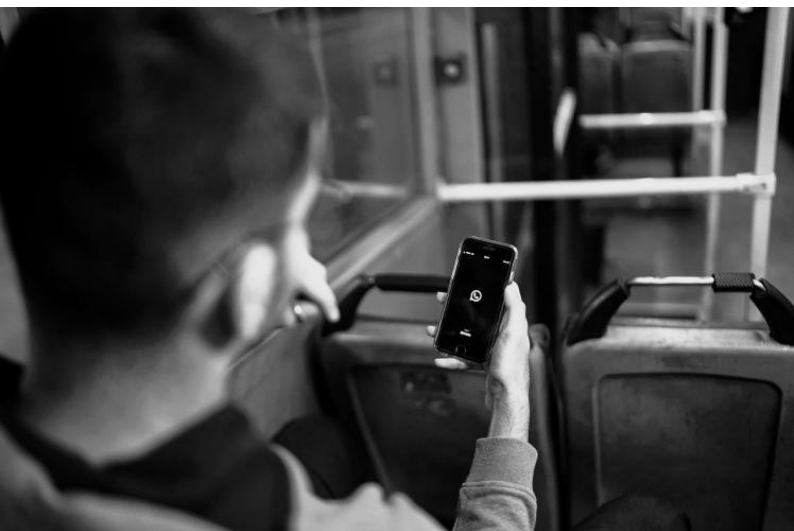
English

Spanish

French



Strategic advantages for your organisation

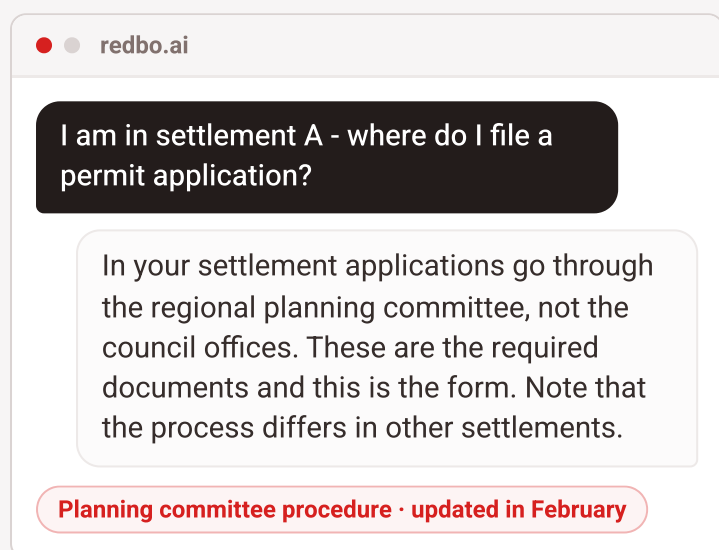


A better service experience

An answer at any hour strengthens availability and trust. Someone who asks in the evening gets an answer, not a closed-office notice.

Operational efficiency and less load

Cutting repeat enquiries frees the team for matters that need judgement. Same headcount, less time on the same questions.



An illustration. Not a customer screenshot, not an organisation name, not a real figure.

Analysis and deeper insight

Reports on frequent questions and emerging trends - input for decisions and budgets, not message counts.

Gaps in your own content, surfaced

Every unanswered question is a measurable hole in your site, raised as a task list rather than learned from a complaint.

Why Redbo

A product that already runs, not a project

The system is live with customers today. No weeks of scoping, no bespoke development, and no need to connect to your back-office systems.

An approved answer beats every historical document

A public authority duplicates facts by design: a former treasurer appears in dozens of minutes that cannot legally be removed, the new one in two. A general chatbot decides by document majority and states the old name with confidence. Here, the answer you approved wins.

We do not publish customer names without their written consent, and we do not publish numbers we have not measured. We are glad to show you a live system instead.

Every answer carries its source

The agent answers only from content you approved, and shows what it answered from. The model never sees the open internet.

Adoption, not only technology

A system nobody uses is a cost. Over twenty years of putting tools and processes into organisations - and it is included in the licence.

Redbo builds organisational AI agents that answer only from sources you approved - on your website, portal, WhatsApp and Telegram, and inside a closed internal environment. With measurement, oversight, and full customer control over content, languages, design and permissions.

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