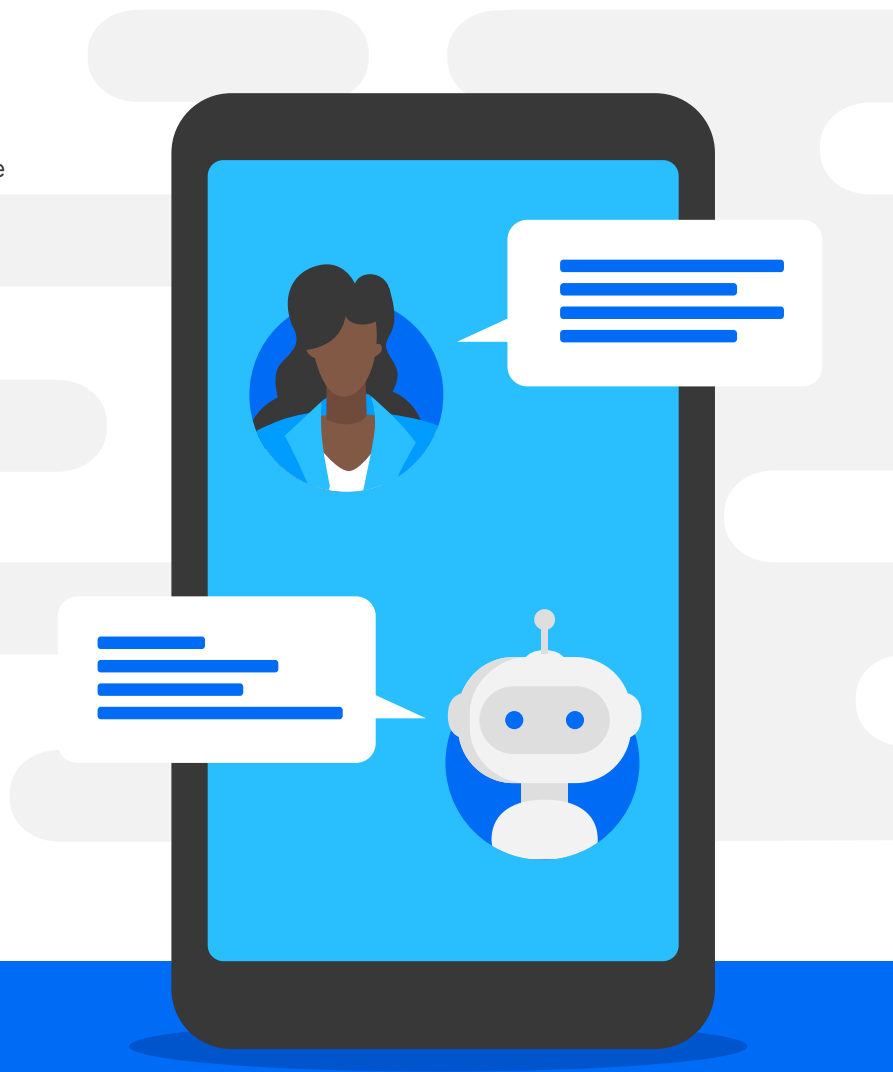**CIVICENGAGE**®

CivicPlus Chatbot

AI–Powered Customer Service to Delight Your Citizens

You want to give your citizens the highest quality, most responsive, and personalized customer service experiences. However, with less staff and fewer resources than ever before and building pressure to enable contactless government, how can you continue to delight your citizens? With smart customer service automation.

CivicPlus Chatbot is designed to convincingly simulate the way a human would behave during a customer service interaction. Our advanced technology combines the power of site search and artificial intelligence (AI) to deliver exceptional customer experiences to citizens using your CivicEngage® website.

The CivicPlus Chatbot Provides:

Our Chatbot crawls your website and other linked databases to create a continually, automatically updated AI-powered knowledgebase. The result is less time spent on common transactional citizen inquiries and happier citizens who know they can quickly and effortlessly receive what they need from their municipality.

Automated Citizen Service.
Chatbot simulates the quality service experiences your staff has with citizens, saving you time from answering common questions by email, phone, and walk-in.

Answers from Multiple Sources.
Chatbot crawls your CivicEngage® website and other linked databases to create a continually updated AI-powered knowledgebase.

No Content Silos
Our smart Chatbot scans your content and routinely refines its responses for improved results.

Insightful Analytics.
Use Chatbot's reports to identify content gaps on your website and add the information, tools, and resources that citizens are searching for most frequently.

An Experience Designed for the Public Sector.
Unlike chatbots intended to facilitate retail sales, the CivicPlus Chatbot is designed to simulate government-citizen interactions.

Learn More

For more information about CivicPlus Chatbot, call 888.228.2233 or visit us online at civicplus.com.

CivicPlus Chatbot is powered by Frase