



**CBOT & İstanbul Metropolitan
Municipality Launched
A Successful Public Support Assistant
Ready to discover?**

Client Overview

İstanbul Metropolitan Municipality governs one of the world's most densely populated cities, home to 16 million people. This public institution operates like a large conglomerate, comprising 29 separate companies spanning diverse sectors such as software, transportation, food and beverage, construction, natural gas, and entertainment, among others.

The story behind

Challenge

İstanbul Metropolitan Municipality has prioritized providing interactive support to citizens without increasing the operational burden.

Solution

In line with this need, the Metropolitan Municipality wanted to launch an AI-based conversational support system within the "İstanbul Senin" (Istanbul is Yours) city application.

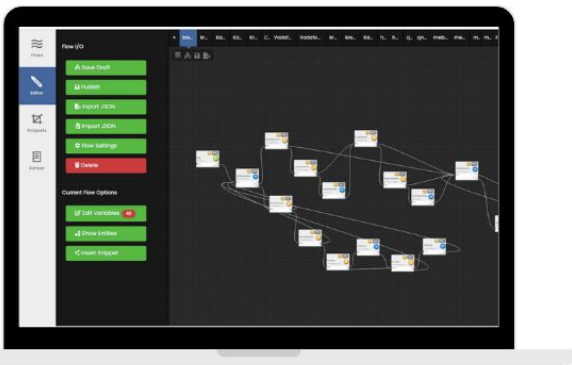
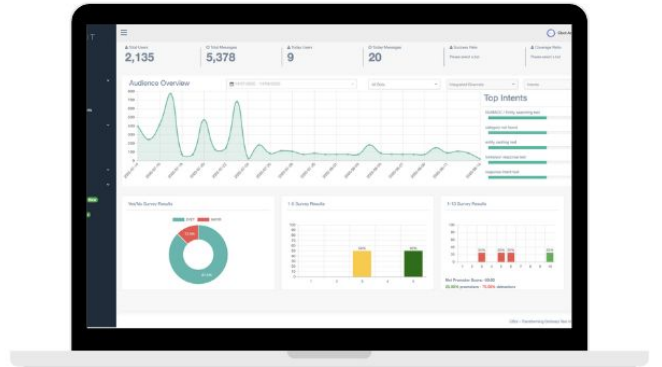


Why CBOT?



CBOT has earned a robust reputation, credibility and a leadership position with its comprehensive conversational AI solution, CBOT Platform.

İstanbul Metropolitan Municipality's decision to partner with CBOT for integrating an intelligent support system was primarily driven by CBOT's proven track record of success.



The virtual assistant was designed and trained utilizing CBOT's advanced natural language processing and machine learning technologies and tools available on CBOT Platform. CBOT team took complete ownership of the bot's design and implementation of this system.

Responding citizen queries and requests 24/7, instantly

How does the in app virtual assistant, positioned in the city app, support citizens?

The metropolitan municipality aims to provide a conversational experience for İstanbul citizens, recognizing that individuals prefer engaging in a natural and intuitive manner rather than navigating through menus or contacting a call center to obtain information.

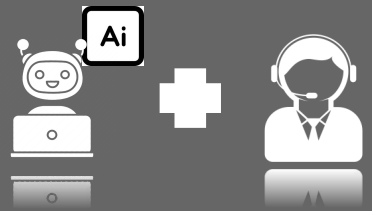


İstanbul Metropolitan Municipality's virtual assistant, available in the city app "İstanbul Senin (Istanbul is Yours)", aids citizens with a variety of services including transportation, city card issues, social services, water utilities, health services and more. This personalized system, which addresses citizens by their names, also incorporates a human chat feature provided by the CBOT Live Chat Module. Ensuring data security, the system operates via an on-premise installation.

Harnessing the power of conversational AI, İstanbul's Metropolitan Municipality has significantly transformed citizen engagement through the virtual assistant on "İstanbul Senin (Istanbul is Yours)" app, offering personalized, instant responses and a streamlined user experience, thereby successfully enhancing public service accessibility and efficiency.

Human is in the loop, ready to collaborate with AI

CBOT Platform ensures efficient and seamless human agent handover. When the virtual assistant hands over a conversation to a human colleague, the agent can see the whole transcript history in CBOT Live Chat and answers the query in the same chat box. The AI technology is not leaving the conversation after the handover but stays there to help the agent with the "agent prompter" feature of the Platform that provides the answer prepared by the AI.



Istanbul Metropolitan Municipality provides support services to citizens through an AI-powered virtual assistant on the "İstanbul Senin" platform, offering a successful use case for both in-app bot support and the use of AI in public services.



Why is it inspiring?

Automation in Public Services

Cost Management

Enabling public service representatives to focus on more complex and personalized interactions

Efficient Human Resources Management

Easy access to information, 24/7 public service support

Leveraging the quality of public services



The plans are to enlarge the scope and make the virtual assistant available on more channels like WhatsApp Business and Facebook Messenger.



Thanks

If you want to learn more, and start discussing your story,

please drop an email to hi@cbot.ai.