



AI Web Chatbot

Citibot

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Information Technology

ose who live in, work in and visit Orland Park



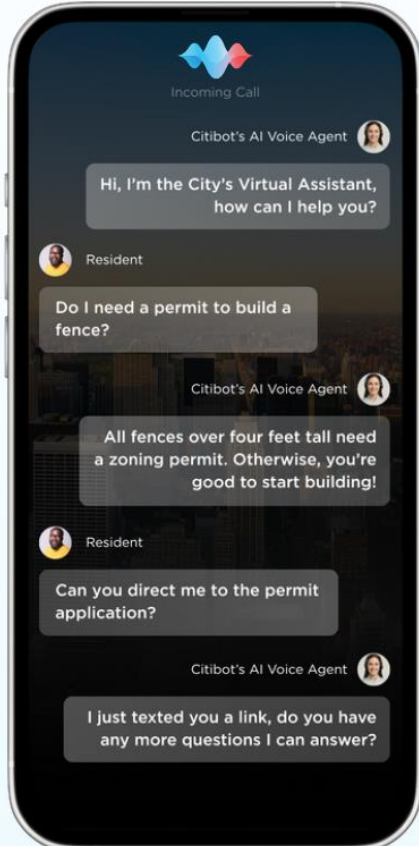
AI Chatbot purpose

- Ease of locating information
- Provide 24x7 service
- Ensures consistent and accurate information
- Provides valuable analytics
- Supports multiple languages







Citibot

- Both Web and phone AI powered assistant
- Purpose built for government
- Integrates Tyler 311
- Automates routine inquiries
- Multi-channel support
- Reduces staff workload
- Analytics and reporting



HOW DOES IT WORK

-  Answers calls with **natural, human-like voices**—even local ones.
-  Supports the **most commonly spoken languages** in your community.
-  Enables service requests and **flexible routing** to the right department.
-  Provides **instant text or email follow-ups** with call details & resources.

Questions?