

# CITIBOT

## Making Cities & Counties accessible for all

### About TensorIoT

TensorIoT was founded on the instinct that majority of the 'compute' is moving to the edge and all 'things' are becoming smarter. Both are pretty safe bets but organizations continue to struggle to exploit the power and possibilities of the intelligent edge computing.

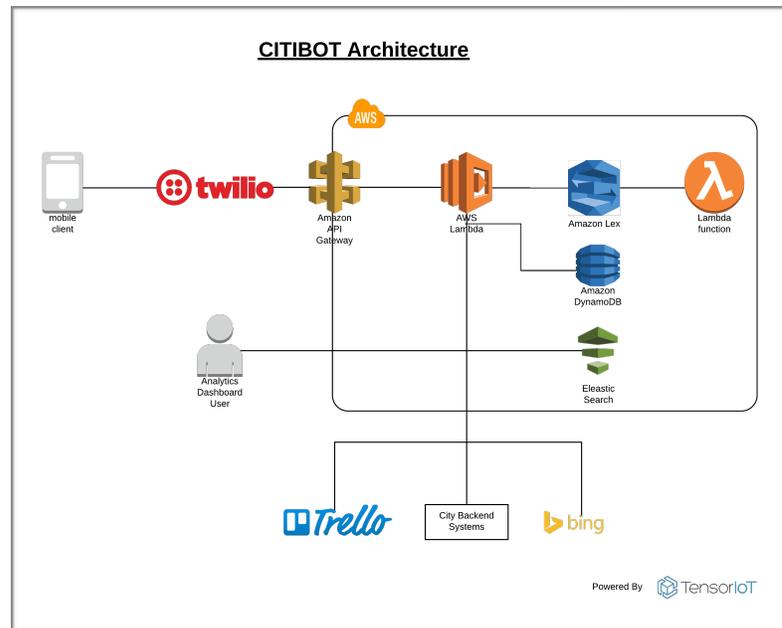
Our founders helped build world-class IoT and AI platforms at AWS, Google and are now helping simplify the way enterprises incorporate edge devices and their data into their day to day operations.

### About Citibot

Citibot is the tool for citizens and their governments to use for communication and civic change. Using text messages and messenger apps, citizens can report issues, search a website, and receive notifications, while governments provide effective customer service.

### Citizens Chatbot

Citibot embarked on a mission to connect citizens and their local governments in a more meaningful way. They wanted to realize a future where citizens of every county is able to communicate day to day issues with their government and at the same time hold the governments accountable to resolve their issues. They also wanted to make it easy for the government to make the information available to its citizens, where the citizens can find curated information about their local county. In the current age of "There is an app for that", citibot wanted to achieve all of this without its citizens having to install an application on their mobile device.



## About AWS

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Amazon Web Services provides a highly reliable, scalable, low-cost infrastructure platform in the cloud and that powers hundreds of thousands of businesses in 190 countries around the world. With data center locations in the U.S., Europe, Brazil, Singapore, Japan, and Australia, customers across all industries are taking advantage of the benefits offered by AWS.

TensorIoT listened to these use cases and developed a next generation chatbot to help citibot with their mission of connecting citizens and their government. The solution was built on top of serverless technologies using API Gateway, Lambda, Lex, DynamoDB and Elastic Search and connecting to several 3rd party services including Twilio, Trollo, Bing and city backend sites. The solution extends the current capabilities of Lex and provides enhanced user metrics dash-boarding capabilities by leveraging Elastic search and Kibana. Using the SMS technology in every smart phone and feature phones, citizens of the counties can now chat with their government bot using a 800 number and can report issues that they see in their neighborhood, ask questions of county events and send a generic message to the government employees. The solution is already Live in production and being used by a few cities within the US and also expanding rapidly.

## About AWS Lex

Amazon Lex is an AWS service for building conversational interfaces into applications using voice and text. With Amazon Lex, the same deep learning engine that powers Amazon Alexa is now available to any developer, enabling you to build sophisticated, natural language chatbots into your new and existing applications. Amazon Lex provides the deep functionality and flexibility of natural language understanding (NLU) and automatic speech recognition (ASR) to enable you to build highly engaging user experiences with lifelike, conversational interactions and create new categories of products.

(ref: <https://aws.amazon.com/documentation/lex/>)