Could a Chatbot be the Key to More Positive Civic Experience in Your Community?

Question and Answer Summary

Q. **If you have dated information on your website, could the chatbot give the wrong answer based upon that bad information?**

A. Since the Chatbot's knowledgebase is determined by the information on your website and any additional sites you might have crawled for information, it is possible the Chatbot will pull an incorrect answer from the information available. Many of our customers have found this piece useful in addressing outdated content and making sure the website it updated appropriately.

Q. **What is the difference between chat bots and search functions on a website?**

A. The search functionality is limited in scope to what it can crawl. Our chatbot uses AI technology to scan your site (and adjacent sites) to find answers. We've recently integrated the search and the chatbot, making each of them more comprehensive.

Q. **Do you have satisfaction stats on those that have interacted with the bots? Interacting is one thing and being satisfied with it is another. How has it impacted personnel manned phone costs?**

A. It's early yet, but initial results have been very positive. We will share more metrics when we have more data. Chatbot responses can also be rated by users once delivered to help measure level of satisfaction with the answers provided. I also want to include this additional resource regarding self-service resolutions and user ratings: https://help.frase.io/article/254-analytics-overview

Q. **What does the internal interface look like to develop and manage this? Are all the searches / chats logged for internal staff to view later?**

A. Yes - your analytics dashboard will keep a lot of questions asked, top topics, and where your site visitors are asking their questions on your webpage.

Q. Can you show more of the backend of how to train the chatbot?
A. If you're interested, we can schedule a time separately to walk through that training piece.

Q. What is the cost to get chatbot?
A. Pricing for Chatbot is based on population. To get more pricing information on the CivicPlus Chatbot, visit https://www.civicplus.com/civicplus-chatbot/more-information and fill out the form.

Q. Who typically manages this for the municipality? Communications?
A. Most commonly, Communications or IT departments handle the maintenance, while municipalities have a designated customer service teams in place as well.