

# SimpliCity™

## CityAssistant



Increases citizen confidence and satisfaction through accessing timely, consistent, and accurate information.



Realizes operational efficiencies by saving staff time in responding to common inquiries.

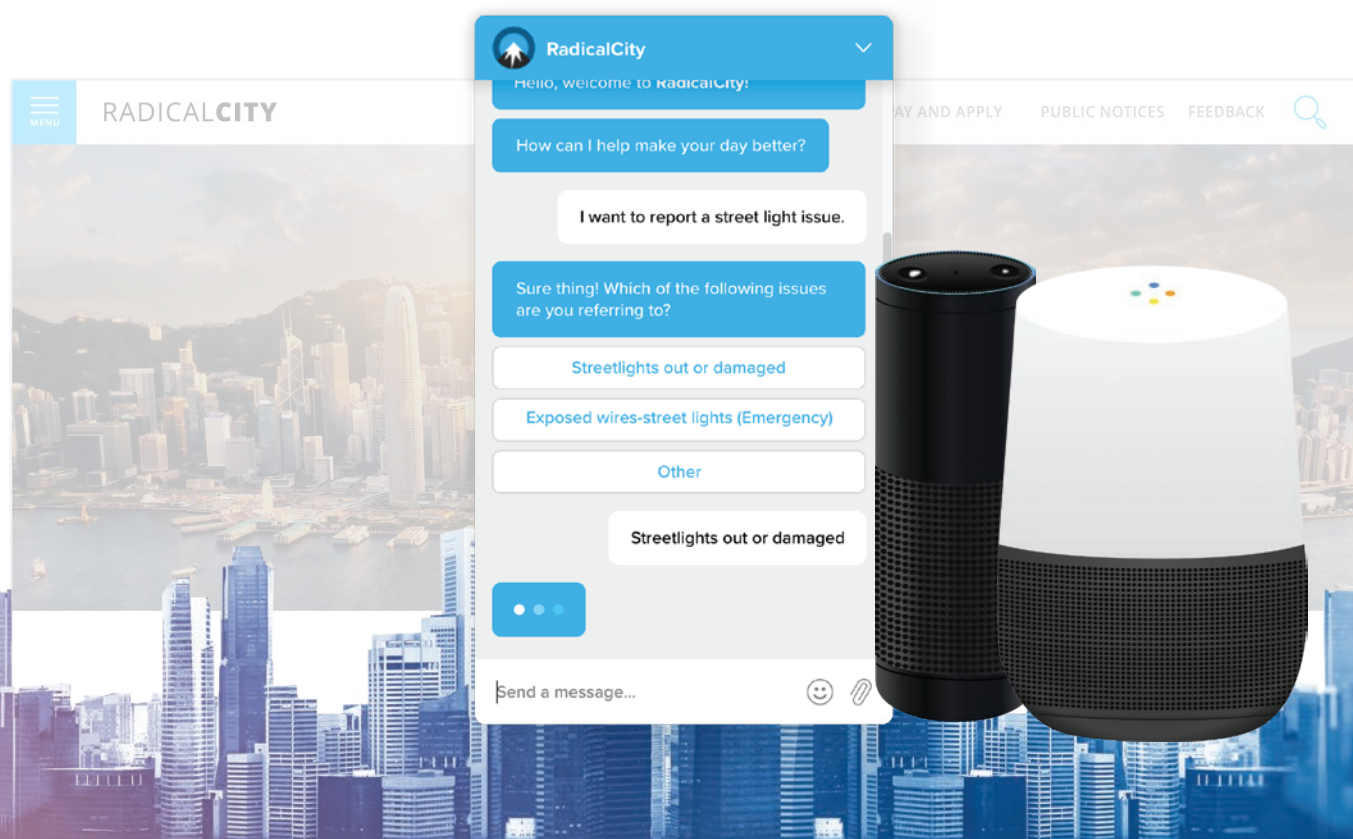


Ensures hard-to-reach and vulnerable audiences are included and heard through multi-channel delivery.

## The **Voice of your City**

CityAssistant is the voice of your city, enabling new forms of conversational government and inclusion. It gives immediate, accurate, and consistent answers to FAQs and more, using voice apps for smart speakers and text-based chat for web and mobile.

Created specifically for government, CityAssistant is an integral component to realizing your customer service strategy and taking a significant step forward in your organization's digital transformation. Applying natural language processing, artificial intelligence, and powerful search technologies, CityAssistant delivers an excellent initial return-on-investment, and is designed to be flexible for future enhancements.



## 164 million

Smart speakers will be sold in 2019

## #1

Smart speakers are the fastest-growing connected device worldwide

## 45 million

US adults have access to a smart speaker

## 70%

of consumers prefer messaging over calling for customer support

## 80%

of businesses will have some chatbot automation implemented by 2020

## 31%

of cities and 45% of states intend to implement a chatbot in the next 12-24 months

## Key Benefits

### Accessible and Intuitive

- Eliminates wait times for users: available 24/7/365
- Delivers equity of access to information for all: user-friendly, intuitive, and multilingual
- Supports multiple channels, including: Alexa, Google Home, Facebook Messenger, text message, in-website window, mobile app

### Supports City Staff

- Reduces call and email volume by 15-25%
- Updates can be made quickly and easily, to expand and enhance content by city staff
- Facilitates staff training and day-to-day information needs
- Shares a library across all channels to ensure consistency of responses

### Trustworthy, Integrated and Scalable Technology

- Easy to set up and inexpensive to maintain
- Uses machine learning to improve with each interaction
- Provides insights into what the community wants to know through rich analytics
- Ports collected data to, or integrates with, your existing CRM, helpdesk platform, and issue reporting system
- Scales quickly and easily; no additional hiring and training of staff members needed

## Contact Us!



Interested in exploring CityAssistant?  
Contact us for a conversation  
and a demo.



**Ian Sim**

Founder and CEO  
Radical I/O Technology Inc  
**e:** [ian@radical.io](mailto:ian@radical.io)  
**t:** 778.724.4150

A smart city solution by



**radical.io**