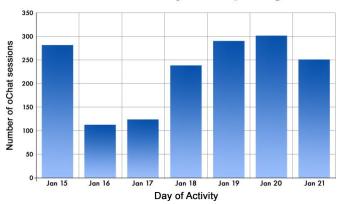# Citizen360 oChat Intelligent Response Agent

As a government agency, you would like to believe that you can support your constituents around the clock, but that is just not realistic. Normal business hours revolve around a forty-hour work week, and now with the pandemic, the actual physical office hours are constrained even further. The solution? Like millions of businesses across the county, you turn your website into your virtual office; your face to the public, and you equip it with the right tools that sort through all the information on your website and provide just the information your visitors are looking for. *This is where Citizen360 oChat Intelligent Response Agent comes in. The right tool as in the Citizen360 oChat Intelligent Response Agent.*

The Citizen360 oChat Intelligent Response Agent is a fully managed interactive chatbot that can be installed on any webpage to help your visitors get quick, simple answers and information about any question they have, 24 hours a day and 7 days a week. All a visitor needs to do is click on the customized avatar and start typing their question or key word. Our oChat agent will begin searching for the answer to provide. If a visitor is not sure what to ask, our oChat agent displays the top questions and topics of the day to get the conversation started. And if English is not a language your visitor is comfortable with, they can switch mid-session to the other popular languages your website supports.

The Citizen360 oChat helped the 2020 California Census

Getting started with your Citizen360 oChat Intelligent Response Agent subscription is fast and easy. Our oChat content specialists will work with you to identify the key dialogs and sources of information that satisfy the majority of your visitor's requests. Additional routines can also be initiated by the chatbot to aid in downloading forms, filling out and submitting applications, **or even building custom reports.** With the Citizen360 oChat at the gate to your website, you will find that those time-consuming repetitive information requests go away, and your customer support lines are freed up to focus on bigger issues.

Each oChat Intelligent Response Agent subscription includes:

- A customized chatbot avatar available 24/7
- Up to 100 customized chat conversations
- On-demand performance analytics and reporting
- Chat conversations translated into popular languages
- Support and training provided by a dedicated Customer Success engineer
- Chatbot editor for real-time conversation management
- Ongoing chatbot performance updates

Citizen360 oChat Intelligent Response Agent
Features and Benefits

✅ **Always on 24/7**
- Provides answers when your constituents when it's convenient to them
- Eliminates long wait times and lowers constituent frustration

✅ **Can provide answers to 75% or more of the common questions**
- Reduces call traffic to live agents and call centers
- Focuses resources towards hard to solve problems

✅ **Personalized journey for each visitor**
- Builds relationships with customers through interactive and tailored content
- No standard answers
- Improves customer satisfaction

✅ **Multi-language support**
- Able to provide answers to all communities

✅ **Able to link visitors directly to page or document they are searching for**
- The searching is done by the oChat bot
- Minimizes time and effort required by visitor

✅ **Customizable data rules for security**
- No data is stored, no worries about violating privacy
- Conversations are kept confidential
- Friendly alerts can notify visitors of their rights

✅ **Intelligent Always-on Reporting**
- Optimize performance and fine tune answers
- Immediately update bot conversation to include new questions
- Identify new trends in constituent needs

✅ **Ability to link oChats from different pages or sites and share knowledge**
- Quickly transfer visitors to other bots that have more detail about question
- Don't lose contact with visitor

✅ **Ability to link to other routines that book appointments, capture emails or numbers for follow up**
- One stop visit for satisfied visitors

✅ **Compatibility with most hardware, legacy applications and security protocols**
- ADA/WCGA compliance
- Mobile device responsive
- Compatible with Chrome, Safari, Edge, Samsung, and other Internet browsers
- Easy integration with most legacy government systems