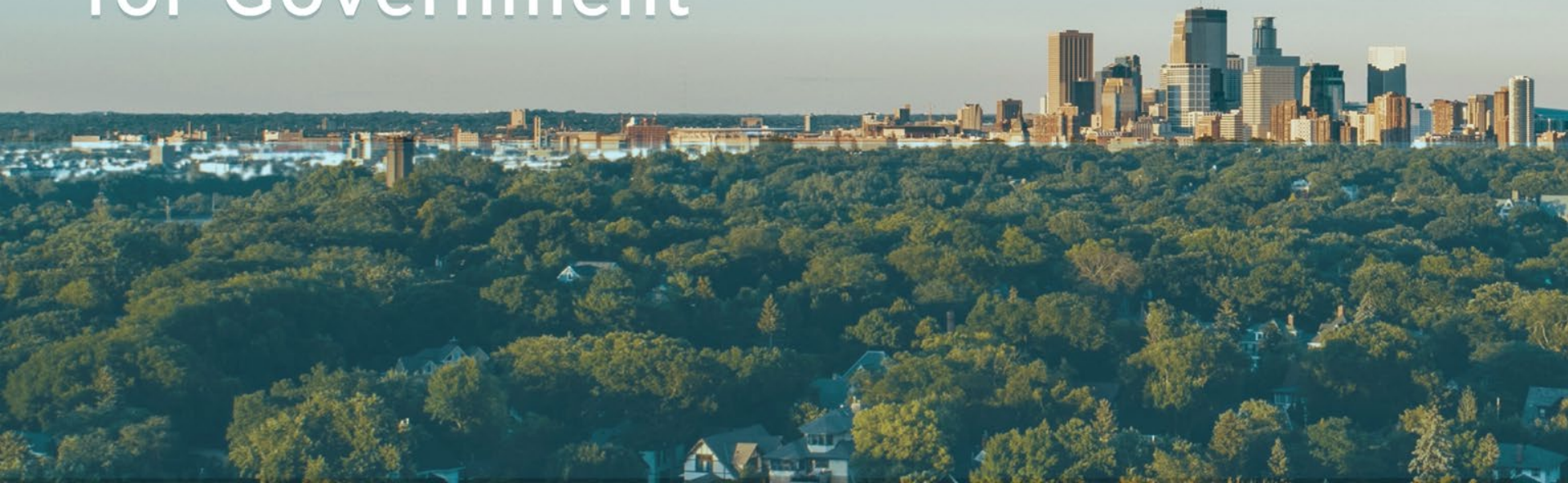




AI-Powered Chat Solutions for Government





CITIBOT



To Serve All People



To Build Trust



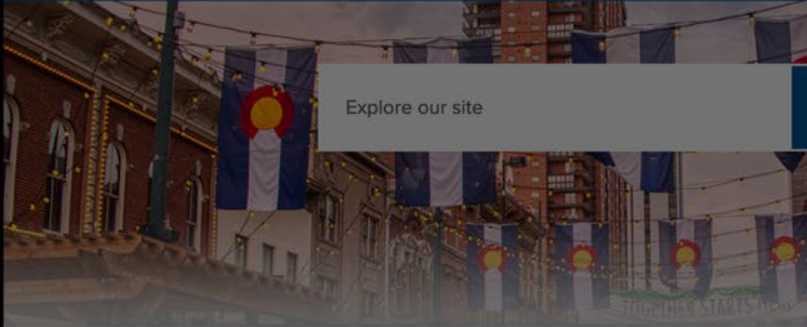
DENVER
THE MILE HIGH CITY

My Property

Community

Business

Vehicles & Pa



Explore our site

Need to report an issue?

Chat with Sunny!



Sunny

I need to report a pothole



Ok! We need to gather a little more information about your request. What is your name? If you wish to remain anonymous please type "anonymous."

Anonymous



What is the address of the issue?

324 W Pearl St.



Where is the pothole located?

Street

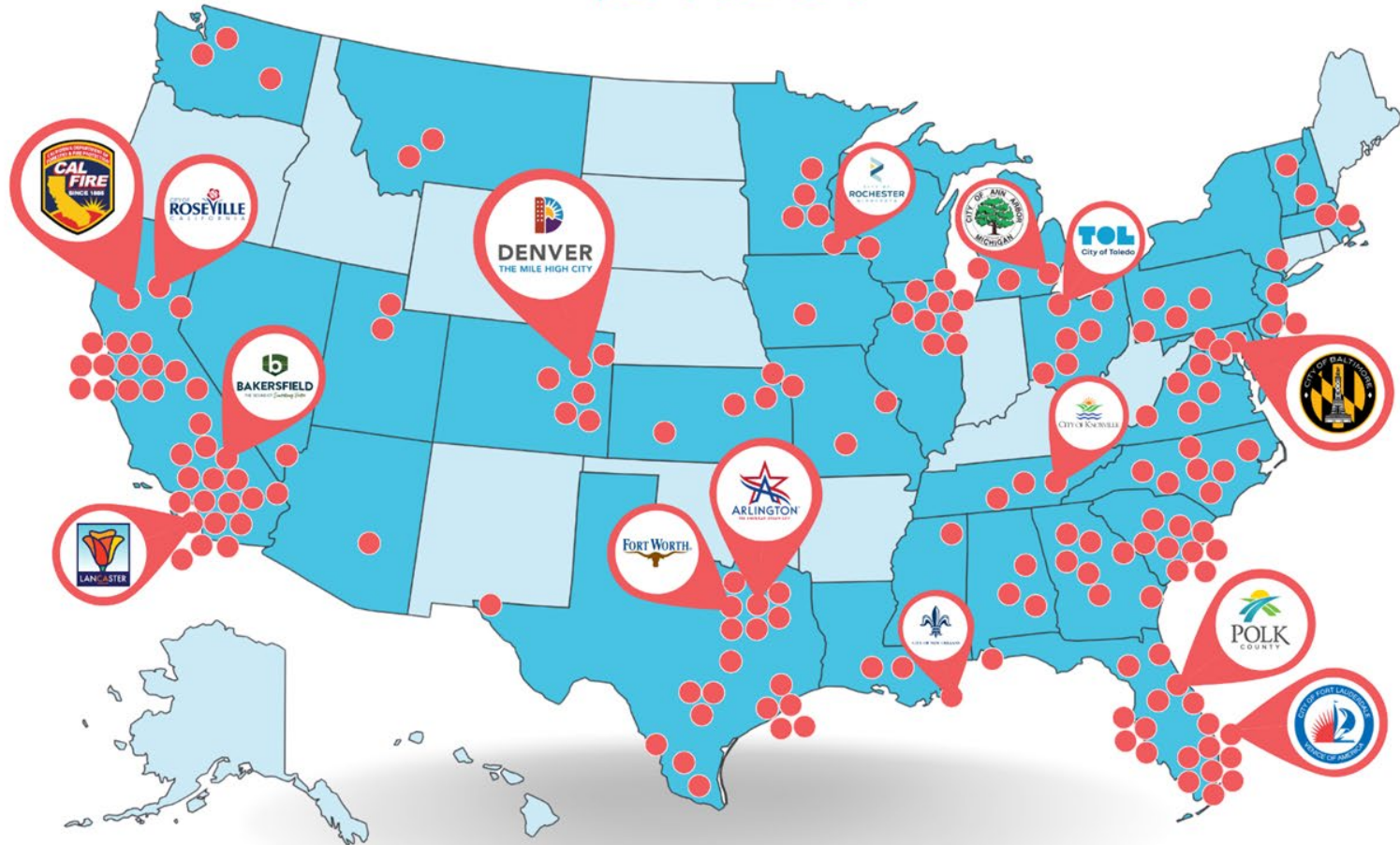
Gutter

Start typing...



X

EITIBOT



EITIBOT



Voice



Multilingual



WhatsApp



Facebook



X (Twitter)



Web Chat



Text Chat



Text Alerts



311



DEPARTMENTS

Leveraging Your Existing Information Ecosystem



Code Enforcement



Permits



Calendars



Directories



Document Repository



Mass Notification



Transparency



Agendas/Meetings



Parks & Recreation

Laserfiche

municode
CONNECTING YOU & YOUR COMMUNITY

 **LexisNexis**


American Legal
Publishing


eCode360


OnBoard


BoardDocs
A DELIGENT BRAND


iCompass
A DELIGENT BRAND

CIVICCLERK

citi=enserve


GovPilot


Clariti


ProudCity

ACTIVE
network


CommunityPass


AMILIA
SmartRec


CIVICPLUS


CodeRED


ClearGov


GRANICUS


tyler
technologies

OpenGov


esri



Resident Questions



Citibot LLM Engine



Fire Incident System



Answers



External Tools & Data Sources



GIS Data



Evacuation Zones



Fire Locations



Fire Hazard Severity



Lightning Location

Enables complex interactions like checking active fires, evacuation status, etc.

Integrations to Route Communications



Enterprise Approach to
Integrated Chat Solutions



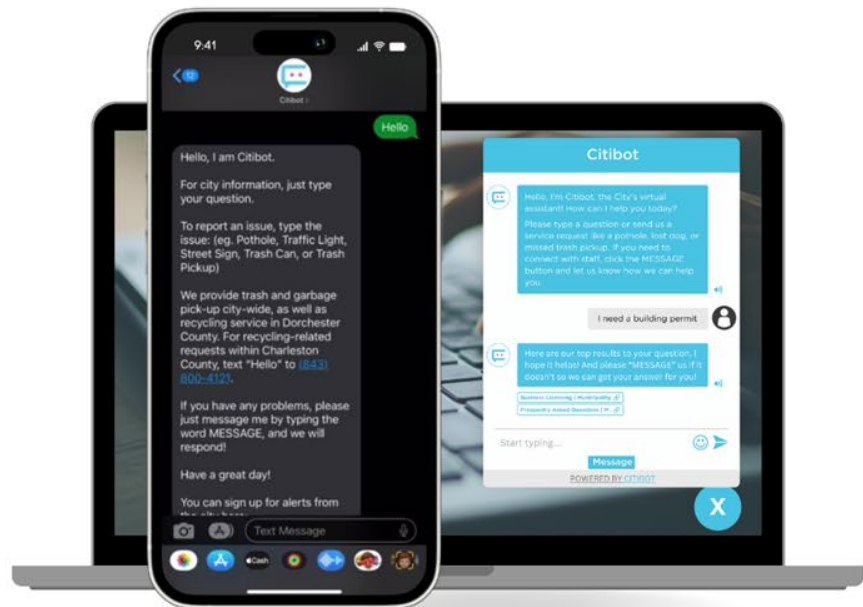
Respecting the
Government Tech Stack

Why Was Citibot Selected

- Proven track record
- Robust feature set
- Low lift of IT City resources
- Multilingual support
- Compatibility with existing systems & SMS
- SMS Capability



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Results

AFTER 18 MONTHS





DENVER
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The City & County of Denver won **1st Place for City Government Experience** at the 2025 GovX (Government Experience) Awards.





DENVER
THE MILE HIGH CITY

The City and County of Denver was named a **2025 CIO 100 Award winner**, recognizing its innovative use of technology to deliver business value, drive efficiency, and enhance resident engagement.





DENVER
THE MILE HIGH CITY

The City & County of Denver was **named in the AI50**—a recognition of public-sector AI innovation for their innovative chatbot Sunny!



Denver changes 311 service hours, rolls out AI chatbot to help answer questions from residents



The City of Denver has changed its 311 service hours and is directing residents to use its new chatbot to answer questions.

The city released a statement that the new 311 hours are 7 a.m. to 5 p.m. weekdays. The city said that **Sunny, the chatbot, can also answer questions online 24 hours a day and seven days a week online or by text at HEY311.**

Sunny can also accommodate 72 different languages, like Spanish, German, Italian, French, Portuguese, Tagalog, Dutch, Indonesian, Polish, and Irish, along with dozens more.



Before Sunny

10%

**Digital Inbound
Communication**

With Sunny

35%

**Digital Inbound
Communication**



The background is a dark gray with several faint, light gray flowcharts and arrows scattered across it. These diagrams consist of rounded rectangular boxes connected by dashed lines, some with arrows indicating a flow or relationship between the boxes. The flowcharts are positioned in the corners and around the central text, creating a sense of interconnectedness and data flow.

Data Integrity

We Can Do Better Together



Refresh Your Website in Hours, Not Months



Accuracy

AI scans every page to ensure content is correct, consistent, and free of duplication — so residents always get reliable information.



Current

Flags pages that haven't been updated recently, prompting staff to refresh content and guarantee human oversight where it's needed most.



Persona

Refresh makes your web content speak with one consistent voice across your website.



Accessibility

Flags accessibility issues like missing alt text and supports compliance with accessibility requirements.



Book a Demo with us!

