

AI Chatbot for Municipal Website

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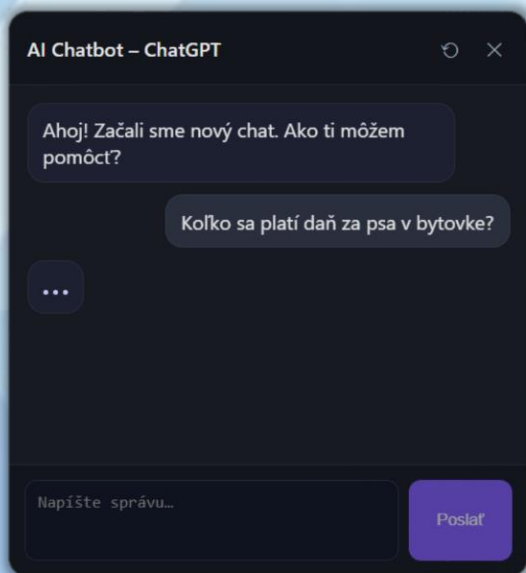
Problem Description Citizens often **struggle to find** essential information like **office hours** or **trash collection** on municipal websites. Data is **scattered across pages and PDFs**, leading to repetitive questions that increase staff workload.

Status & Usage

Live Deployment - The solution is a functional prototype currently **deployed on the company's Azure infrastructure**.

Data Indexing - The system initializes by automatically scanning and indexing the municipal website into the vector database.

User Interaction - Citizens simply open the chat widget and ask natural questions (e.g., "When is the next plastic collection?").



Key Features

24/7 Real-Time Support - Delivers **instant responses** to citizen inquiries around the clock, reducing wait times.

Grounded Accuracy - Answers are generated from verified website.

Seamless Integration - **Plug-and-play** embed compatible with any CMS.

Solution Architecture

Automated Data Collection

- **Crawler:** Scans the full website (pages + subpages) and produces **clean knowledge chunks**.

Backend Service

- **Intelligent Orchestrator:** Manages conversation flow and connects to external tools.

Chat Widget (Website UI)

- **Plug-and-Play:** Simple **one-line embed** for easy integration into any website.

Solution Impact

AI Workforce: An active AI agent handles inquiries, reducing municipal workload.

Digital Transformation: Transforms web pages and PDFs into a unified interactive service.

