

# AI Chatbot for Municipal Website

Jozef Kijac, Branislav Koblik, Ľubomír Foľta, Samuel Ilaš, Valerii Kutsenko

Mentors: Matej Kovacs (NXTSoft s.r.o) | doc. Ing. Stanislav Ondáš, PhD. (KEMT)

**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?"*).



## 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)

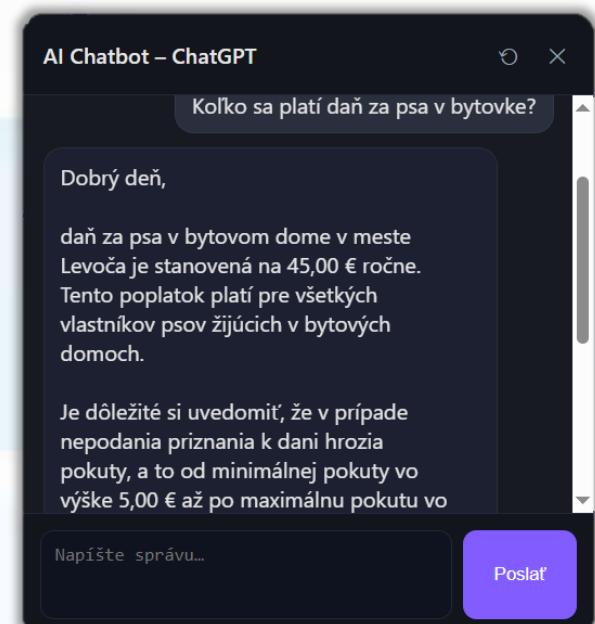
- **Plug-and-Play:** Simple **one-line embed** for easy integration into any website.

## 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 Impact

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

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

