

Navigating everyday life in Vienna can be quite a challenge, particularly for tourists or new residents. The AI-based digital assistant WienBot aims to make all those little things a little easier by serving as a central tool for answering all kinds of questions about life in Vienna – from parking fees and opening hours to waste separation and elections. Whatever the query, all relevant information is delivered in a quick and concise way, both via chat and voice note – completely eliminating the hassle of piecing together bits of information scattered across various online platforms and websites.

How it works

Being a fully automated, online chat service, WienBot can be accessed at any time – and is available both as a web version and on mobile devices via the City of Vienna app. All users need is their electronic device of choice and a stable internet connection. Just like any other chat service, the digital assistant provides short and simple answers to user questions entered either as text or as a voice note. It also helps users navigate the City of Vienna's website wien.gv.at by directing them to the pages that include the required information they're looking for.

On top of that, WienBot plays a significant role in making information about Vienna more accessible: A built-in voice search function allows illiterate users as well as people with physical disabilities or impaired vision to access information about the city in a simple, barrier-free way. And thanks to automated translation, the service is available in three different languages: German, English, and Ukrainian.

The Big Picture

Not only is WienBot the perfect assistant for tourists and residents to help them navigate Vienna, but it also plays a vital role in streamlining Vienna's public administration. By autonomously handling repetitive, frequently asked questions, the bot frees up administrative staff to focus on other important tasks. The result: A simplified, more efficient and more accessible information flow for all.

Quick Facts

- Solution area: **Processes, Technological innovation**
- Administrative level: **District**
- Solution process: **Digitization and technology, Integration, inclusion, diversity, Mobility and transportation, Public service, Smart City, Tourism and leisure, Women and family**
- Technology: **Artificial Intelligence, Platform technology**