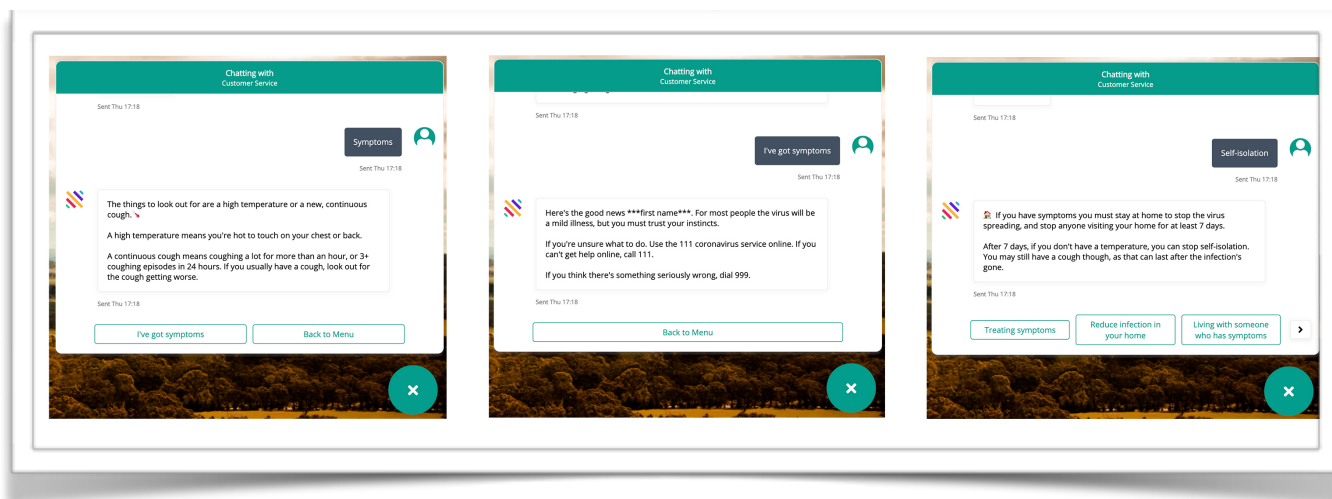




We Build Bots has developed a COVID19 support chatbot for businesses to embed on their websites. Deployable within seconds, for free, the chatbot presents key, NHS information in a conversational interface like the one(s) below.



It also helps members of the public easily access best practices as put forward from Central Government, and answers to common questions around, wellbeing, and supporting the effort to battle the pandemic.

COVID19 chatbots have been deployed across 11 Local Authorities so far, and enquiries are being made daily from organisations in the public and private sectors. User data shows over 100,000 interactions from around 10,000 users, and previous conversations with Local Government customers confirm that these users would typically have come through non automated channels, like telephone and email. Both channels erode the already precious time of Civil Servants, and often deliver a less than satisfactory citizen experience.

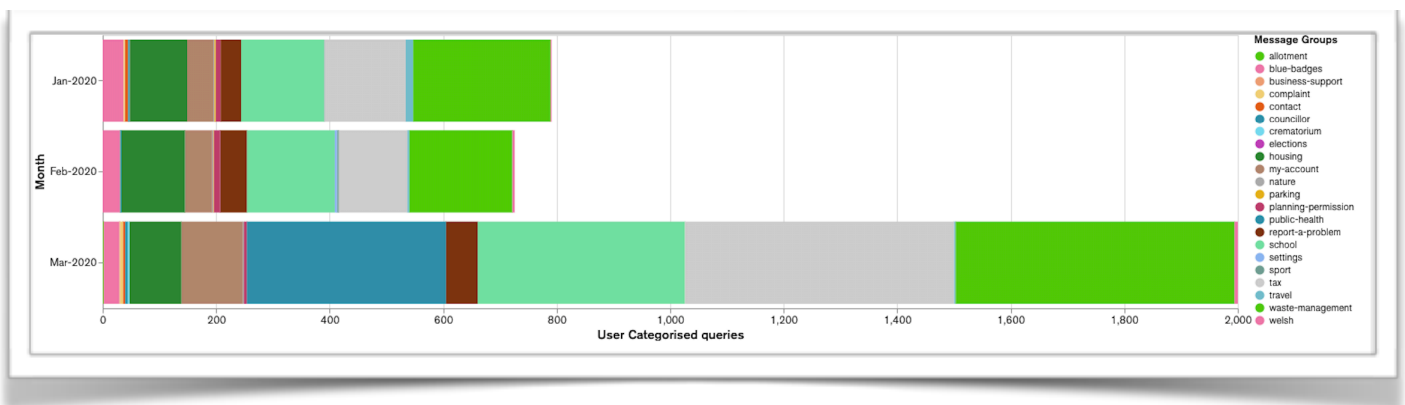
Gabrielle Mancini, Economic Development Manager for West Berkshire Council says of the Local Authority's deployment;

“The bot uses the info on our website to signpost, streamlining user experience, decreasing dwell time on some pages and having an impact on call centre volumes. Last week it was being used 50-60 times per hour.”

- Gabrielle Mancini, Economic Development Manager for West Berkshire Council



Bridgend County Council has seen interactions with its chatbot more than double since the outbreak became a major concern within the UK. The graph below shows interaction growth across a number of topics we associate with the pandemic; ‘public health’ (COVID19 enquiries), ‘education’ (school closure enquiries), ‘taxes’ (business support enquiries), and ‘revenues & benefits’ (personal financial enquiries).



Comparing ‘pre chat bot’ call volume trajectories, to ‘post chatbot’ call volumes suggests that around 75% of chatbot users access the tool as their primary and *only* source of information; i.e. they never escalate their enquiries to telephony or email channels; never needing to take up the time of stretched Civil Servants. To coin a common phrase, we have managed to ‘flatten the curve’.

An example COVID19 chatbot can be accessed [here](#). It’s worth noting that this only deals with COVID19 enquiries. The code for this bot is freely available and (as with all of our deployments), takes seconds to implement. It’s a useful tool for colleagues and citizens alike, but the real efficiencies are gained when your general citizen enquiries are handled by a chatbot too.

Supporting citizen’s enquiries around waste collections, revenues and benefits, social housing and other service lines can have a dramatic effect on the citizen experience.

Our work to automate the many processes and information requests across the Public Sector continues to gather pace and we’re glad to be impacting (in some small way) the fight against COVID 19. We’d be honoured to support the Local Government organisations of the UK if we can.

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