

## **Floatbot**

Omni-channel Citizen engagement and support AI bot platform with sentiment analysis

[www.floatbot.ai](http://www.floatbot.ai)

**Automate – Engage – Analyze**



“We have better and more cost effective solutions that can alter the B2C, B2B and G2C engagement and support”

# Floatbot overview



## **Brief Profile**

In beta mode since July 2017, formally Launched in November 2017, Floatbot is deep artificial intelligence platform focusing on government, healthcare, retail and finance verticals and later will focus on other verticals too. Floatbot is targeting a global market – with an initial focus on India and USA.

**Floatbot is the first and only AI bot company to launch AI Chatbot for any Smart city or Government in India**

# Floatbot overview



## Awards & Recognition

- Best startup award in Rajkot Smart City Hackathon
- In top 10 among 350+ teams that participated in Rajasthan State Hackathon

## Client Traction

- Gone live with Citizen Engagement Chatbot for Rajkot Municipal Corporation – <http://rmc.gov.in> and Pune Municipal Corporation – <https://pmc.gov.in> Rajkot and Pune are in list of Indian Smart cities
- Floatbot is official Chatbot partner of Schneider Electric
- Floatbot is launching Chatbot for Kauvery Hospital by end of April 2018
- Piloting with Punjab National bank to launch customer support chatbot
- Israel based Blockchain exchange has launched Floatbot - AI chatbot integrated with Zendesk
- Piloting with some of the big brands and organizations globally

## Experienced Team

The Team has experience in communication technologies (IM, Audio, Video, VoIP) for last 10+ years. AI NLP advisor from Amazon Alexa and Microsoft AI team

# Problem statement

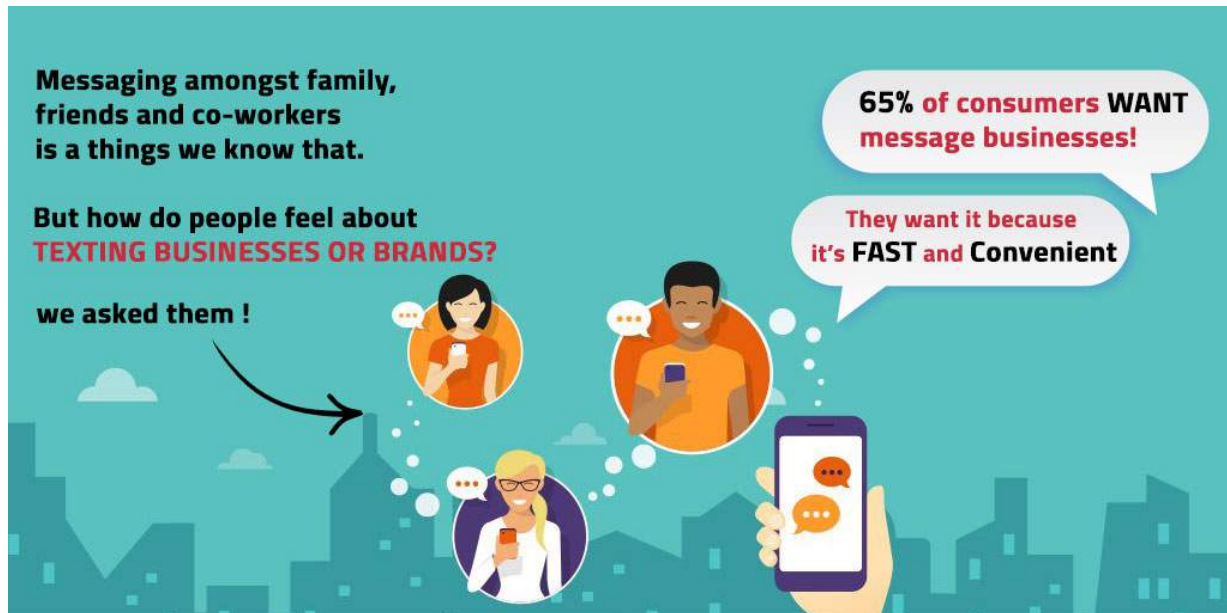


**Today's government** (Local/state/national) needs effective medium to **support** and **engage their citizens** specially the next generation citizens: **millennial**

Most of the government processes are digitized but usability is still issue – we don't see citizen usage or participation as expected in using these government website or apps

Interaction between the government and citizens feels disconnected

Government **doesn't** have any **statistics** or **analysis** of citizen **sentiment** or **major pain** areas that most of citizens face



# Mission and Vision

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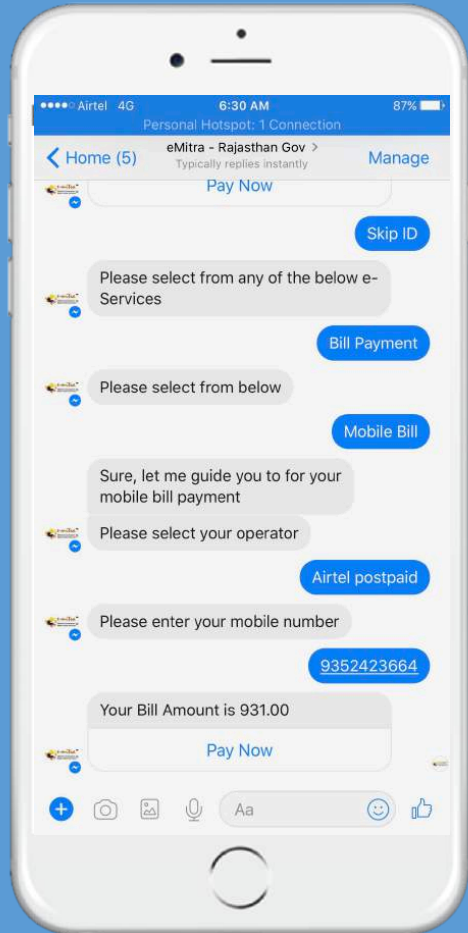


Our mission is to revolutionize the G2C (Government to Citizen) engagement space

Let that be automation of citizen queries resolution, analysis of citizen pain areas and citizen engagement specially millennial

**Floatbot's Artificial Intelligence bot model is specially designed, architected and trained for G2C engagement**

## Phase 1 – Omni-Channel AI Chatbots



## Phase 2 – Voice based AI bots



## Phase 3 – Partner with a humanoid company to integrate Floatbot in Robots (Software partner)



# Customers



Pune Municipality Corporation



Israel based fintech company



# Customer traction - pilot



In discussion with state governments to launch AI Chatbot for citizen engagement



Ministry of Qatar



Kalaam Telecom,  
Bahrain



California, USA

# Media traction



Media coverage in papers across various cities – for the launch of RMC Chatbot

# Media traction



## રાજકોટ મ્યુનિ.સેવાઓ અંગે માર્ગદર્શન આપશે મનપાએ વેબ રોબોટ મારફત વેબસાઈટ પર શરુ કર્યું ચેટીંગ

રાજકોટ, તોમવાર  
રાજકોટ મહાનગરપાલિકાએ વેબ રોબોટનો ઉપયોગ કરીને પોતાની અધિકૃત આર.એમ.સી.સી.એમ. વેબસાઈટ પર 'ચેટબોટ' કે જે રોબોટ કે ચેટબોટ કે ઈ-ચેટ કેટીવ એજન્ટ કે આર્ટિફિશિયલ ઇન્ટેલિજન્સ એન્ટિ નરીકે પલ ઓળખાય છે તે એપ લઈ કરી છે જે સ્વયંસંચાલિત પ્રશ્નાચીથી લોકોને સેવાઓ અંગે માહિતી આપશે અને અનુક્રમણા જવાબો આપશે.

## અફસરો સંતોષકારક ઉત્તરો કે સેવાઓ ન આપતા હોય ત્યારે આ સેવાની વધારે જરુર!

એ કે આ પ્રશ્નો મનપાની સેવાને લગતા હોય તેનો જ જવાબ તેમાં મળી શકે છે. કારણકે મુદ્દાઓ, કોલે મટકાથી કે નેરબરકે આપકામ કે કપાલકે કેમ નથી વડુ કે પી.પી.પી.માં જોઈતા જાણે જાણીનેની જાણીનેની સેવાઓ મનપાના ઈન્ટરનેટ પેજો પર મળતાં પરંતુ, જે મારો ટેક્સ્ટ ઓનલાઈન કરી રીતે બરો સુધુ? મારા પિતાનું અનુક્રમણમાં અવસાન થયું તેનું મરણ સર્ટિફિકેટ રીતે મેળવી શકું, ત્યાં રાજકોટમાં વધુ મદુપણનું કમ્પાઉન્ડ છે વધારે પ્રશ્નોના ઉત્તર સ્વયંસંચાલિત રીતે આપી શકે છે. ઈન્ટરનેટ પેજોમાં લોકોને નવો અનુભવ થાય તેવું છે.

### ધાર્મિક

#### વિપર્યયા સામુહિક સાધના

જુનાં સાધકો માટે સવારના ૭ થી ૮ નવાં સાધકો માટે સવારના ૮ થી ૯.૩૦ તા. ૧૩-૧૨ ને બુધવારના રોજ મુલા પેટ્રોલ સેન્ટર બેન-હોમિયટલ જણાવેલ ઈ-ન ઇજુમા રોડ ખીણ પાસે, આવનવર માટે લખેલ છે.

#### લક્ષ્મણજી મંદિર

વાઘા ટેલક બનતમી પર્માણા પાસે શ્રી લક્ષ્મણ મંદિરમાં અગ્રણ્ય માં અન્નપૂર્ણા પાતાવ

### નોંધ

આપણી કાલીની વાડીની ઓફીસમાં આજે ૪ થી ૬ કલાકમાં આવશે તો આથી સ્વેચ્છ કાર્યાલયને તા.પ્રત્યેક નોંધણ કરાવી લેવી.  
**દશા સોરઠીયા વલિક શાનિ જોગ**  
સોરઠીયા-૬૪૬ કે.સી.બન. રાજકોટ ક્રા. શાનિયા પો.સે. ૧૦ અને ૧૨ જાણીના વિવાદીઓને ઉચ્ચ વિવિધ અભ્યાસક્રમો અંગે માર્ગદર્શન અને મોડીવેલન ડિવિઝનનું તા. ૭-૧૨-૨૦૧૭ ના રોજ મુલા પેટ્રોલ સેન્ટર બેન-હોમિયટલ જણાવેલ ઈ-ન ઇજુમા રોડ ખીણ પાસે, આવનવર માટે લખેલ છે.

તસવીર: અમીજી મેટાફોરી

## મનપાની ઓનલાઈન સેવાઓમાં વધુ એક ચેટનો ઉમેરો રાજકોટવાસીઓ ચેટ કરીને કોર્પોરેશનને પ્રશ્નો પૂછી શકશે

▶ લોકો અંગેજી અને ગુજરાતીમાં પ્રશ્નો પૂછી માર્ગદર્શન મેળવી શકશે

રાજકોટ તા.૧૧  
રાજકોટ મહાનગરપાલિકાએ રુઆર્ડ સિટી પ્રોબેકડ અંતર્ગત ઓનલાઈન સેવાઓમાં વધુ એક એપ્લિકેશનનો ઉમેરો કરી કોર્પોરેશનની કામગીરી પારદર્શક બનાવવા લોકોના ઉલ્લાસતા પ્રશ્નોનું નિરાકરણ ત્વરિત આવે તેવો પ્રયાસ હાથ ધર્યો છે. મ્યુ.કમિશનર



અંછાનિધિ પાનીએ આર્ટિફિશિયલ ઈન્ટેલિજન્સ ચેટબોટ દ્વારા લોકોના પ્રશ્નો જવાબ આપવાની કોમ્પ્યુટર પદ્ધતી પ્રોગ્રામનું નિર્દેશન નિહાળી તેની સમીક્ષા કરી હતી. રાજકોટ મહાનગરપાલિકા દ્વારા હાલ આપવામાં આવી રહેલી વિવિધ પ્રકારની ઓનલાઈન સેવાઓમાં લોકોને વધુ ને વધુ સુવમતા અને સરળતા રહે તે માટે મહાનગરપાલિકા સતત પ્રયત્નો કરી રહે છે. મહાનગરપાલિકાની વેબસાઈટમાં ઉપલબ્ધ આર્ટિફિશિયલ ઈન્ટેલિજન્સ ચેટ બોટમાં લોકો મહાનગરપાલિકાની સેવાઓ વિશે પોતાના કામ સંબંધી સવાલો પૂછી જવાબ અને માર્ગદર્શન પ્રાપ્ત કરી રહ્યા છે. આજે મ્યુનિ. કમિશનર શ્રી અંછાનિધિ પાનીએ અધિકારીઓની ઉપસ્થિતિમાં યોજાયેલી એક બેઠક દરમિયાન મહાનગરપાલિકાની વેબસાઈટ પર ASK RMC નામના ચેટ બોટની યાંત્રિક રોબોટિક પ્રણાલી કોમ્પ્યુટર પ્રોગ્રામનું નિર્દેશન નિહાળી તેની સમીક્ષા કરી હતી.

મ્યુનિ. કમિશનરએ આ વિશે વિસ્તૃત માહિતી આપતા કહ્યું હતું કે, ચેટ બોટ એક એવો કોમ્પ્યુટર પ્રોગ્રામ છે જે આર્ટિફિશિયલ ઈન્ટેલિજન્સનો ઉપયોગ કરી લોકોને વાતચીત કરવાની સેવાઓ આપે છે. તેના માટે કોર્પોરેશન માણસની જરુર પડતી નથી. લોકો

પ્રશ્ન પૂછવા માટે અંગ્રેજી અને ગુજરાતી એમ બંને ભાષાનો ઉપયોગ કરી શકશે. લોકોને આ બંને ભાષામાં તેમના જવાબો ઉપલબ્ધ બને છે.

તેમણે વધુમાં ઉમેર્યું હતું કે, ચેટબોટ્સ એ ઉપયોગમાં લેવાતા પ્રિ ડિઝાઈન કી-વર્ડ્સના આધારે ડેટાબેઝમાંથી પૂર્વવ્યાખ્યાયિત જવાબો આપે છે. ઉદાહરણ તરીકે કોઈ વ્યક્તિને જો મહાનગરપાલિકાનો ટેક્સ ઓનલાઈન કેવી રીતે ભરવો તેની માહિતી જોઈતી હોય તો મહાનગરપાલિકાની વેબ સાઈટ પર ASK RMC નામના ચેટ બોટ માં How can I pay my property tax online? કે જેનું અર્થ છે Who is the commissioner of RMC? My father was died in 1992. How can I get death certificate? Air quality in Rajkot? How can I apply for job in RMC? જેવા પ્રશ્નો ટાઈપ કરવાથી ચેટ બોટ તેની સાથે વાતચીત કરી ને તેને માર્ગદર્શન આપે છે.

કમિશનર શ્રી અંછાનિધિ પાનીએ વિશેષમાં એમ પણ કહ્યું હતું કે, ચેટ બોટ પ્રોગ્રામ Natural Language Processing (NLP) નામની અતિ આધુનિક આર્ટિફિશિયલ ઈન્ટેલિજન્સની ટેકનીકનો ઉપયોગ કરીને બનાવવામાં આવેલ છે. બુધવાર ૨૦૧૭ માસમાં હોમિયો ૨૦૧૭ માં ભાગ લીધેલ ZORO.IM નામની સ્ટાર્ટ અપ (ચેટ) દ્વારા મહાનગરપાલિકાની સેવાઓને લગતા પ્રશ્નોનો જવાબ આપે છે. તેના માટે કોર્પોરેશન માણસની જરુર પડતી નથી. લોકો

જ બની ગયો છે પરંતુ તંત્રની પકે છે ત્યારે શાસ્ત્રી મેદાન સામે એક મેદાનથી વહેતું પાણી લીમડા ચોક માને બદલે માત્ર ટુંકના સાંઘા (તસવીર: દિવ્યરાજસિંહ સરવૈયા)

દોહાડિયા ઓલવન્ટમાં ઘરમાંથી

Media coverage in papers across various cities for the launch of RMC Chatbot

# In Action



With department heads of Gujarat State



With Qatar Ministry

# Floatbot Features



- ✓ Floatbot is Chatbot platform that requires no coding to develop and maintain chatbot
- ✓ NLP, advanced NLP with entity recognition – deep Artificial intelligence technology messages Unlimited
  - ✓ Automatic Citizen query resolution using chatbot, FAQ
  - ✓ Chatbot synced/connected with eFAQ api or existing FAQ
- ✓ Transactions over chatbot
  - ✓ Payment of property tax, water charges, e-Challan all other payments available through chatbot
- ✓ Login/Sign-up
  - ✓ Citizens can login using mobile number/OTP or username/password via chatbot and avail personalized service such as “what is my property tax due”, “what is status of complains”
- ✓ Chatbot Omni-channel support – Website, iOS, Android, Facebook Messenger, Whatsapp
- ✓ Citizen grievances – Floatbot can be integrated with Citizen grievance system so citizens can register complains over chatbot
- ✓ Floatbot is linked with eGovernance Online services – All online services such as birth certificate, death certificate, property tax, water charges etc will be made available through chatbot

# Floatbot Features



- ✓ Floatbot is Integrated with Smart city platform services (ICCC)

Example of Smart city platform (ICCC) services:

What is moisture or temperature in my area (Temperature sensors), What is status of parking in alpha mall (Parking IoT system), Water leakage in my area (SCADA system), When will kachra van come to my area (Solid waste department), Are cameras working in my area (City surveillance)

- ✓ Live chat - Fall back to live human agent – Call center/helpdesk – if chatbot can't answer than human agent can take the control and reply to citizens
- ✓ Personalized AI assistant
- ✓ Send broadcasts and engage Citizen (targeted and personalized broadcast to citizens)
  - ✓ Send health updates, policy updates, surveys, polls, payment reminders to citizens over chatbot
- ✓ Analyze section to evaluate what citizen typed and what chatbot replies
- ✓ Sentiment Analysis of citizens – each chat is tagged as positive, negative or neutral
- ✓ Create more than 1 chatbot

# eGovernance and Smart City Platform



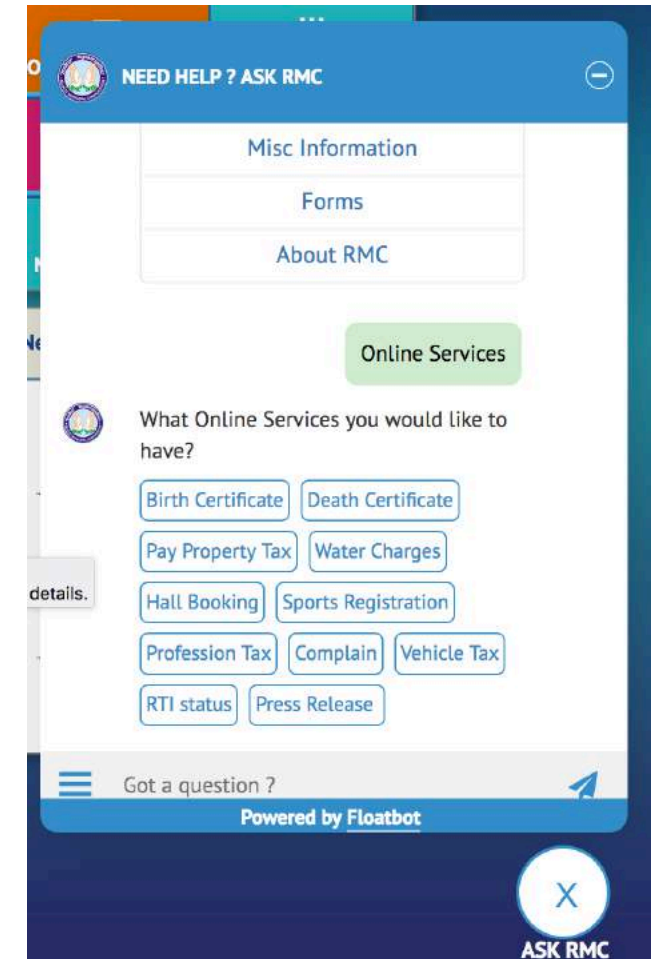
Floatbot can be integrated with eGovernance and Smart city platform system such as Schneider Wonderware, Cisco Kinetic, Qognify, Trinity IoT

Example of eGov services:

- Birth certificate
- Pay property tax
- Water charges
- Death certificate
- Professional tax
- Vehicle tax
- RTI status
- Integration with Grievance system

Example of Smart city platform (ICCC) services:

- What is moisture or temperature in my area (Temperature sensors)
- What is status of parking in alpha mall (Parking IoT system)
- Water leakage in my area (SCADA system)
- When will kachra van come to my area (Solid waste department)
- Are cameras working in my area (City surveillance)



# Smart city platforms



Potential Smart city platforms that Floatbot is evaluating to integrate with

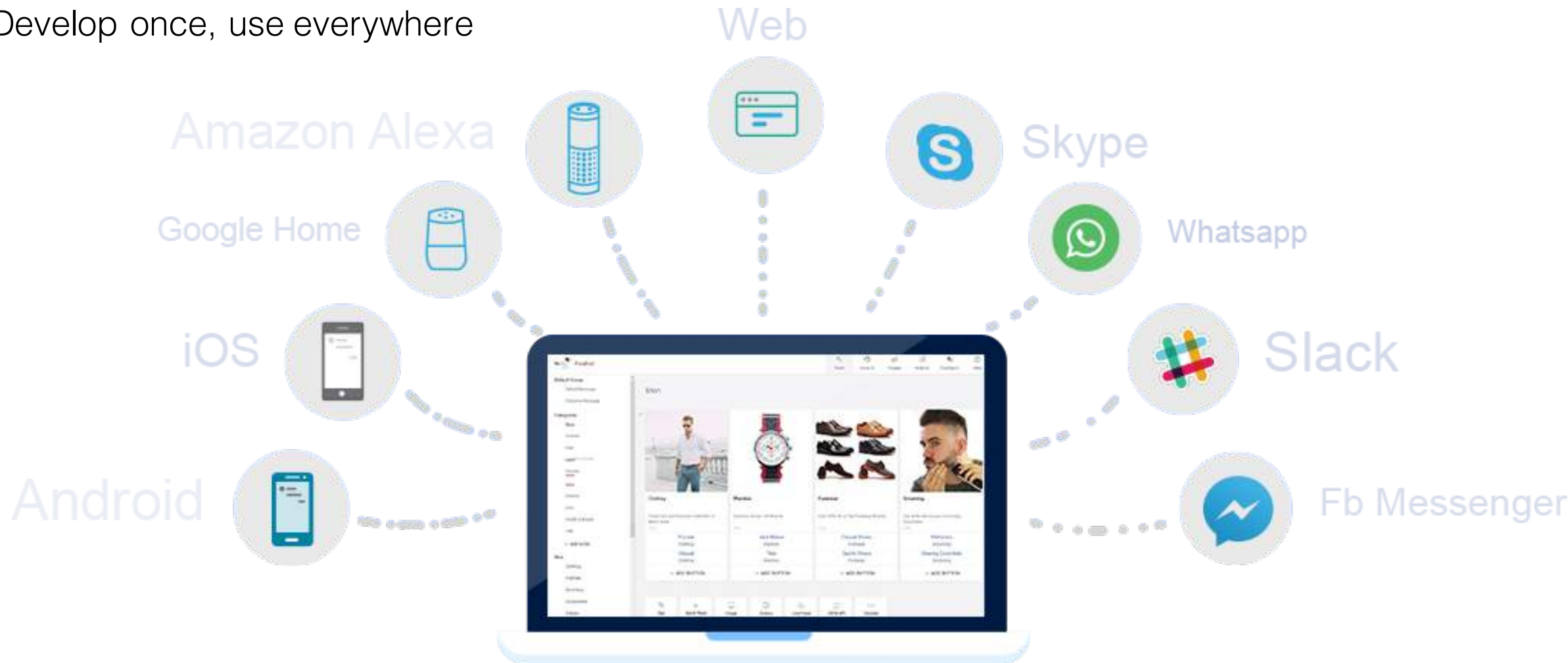




# Omni-channel



- Chatbot developed in Floatbot can be integrated real-time with multiple channels such as Website, Android app, iOS (iPhone) app, Facebook, Whatsapp, Amazon and many others
- Develop once, use everywhere





- Automate citizen queries – let AI bot resolve the queries citizens are facing
- No need of any government employees to respond to queries
- File complains automatically
- Chatbot will update citizens on complain status

## DIY Chatbot with Workflow and NLP Support

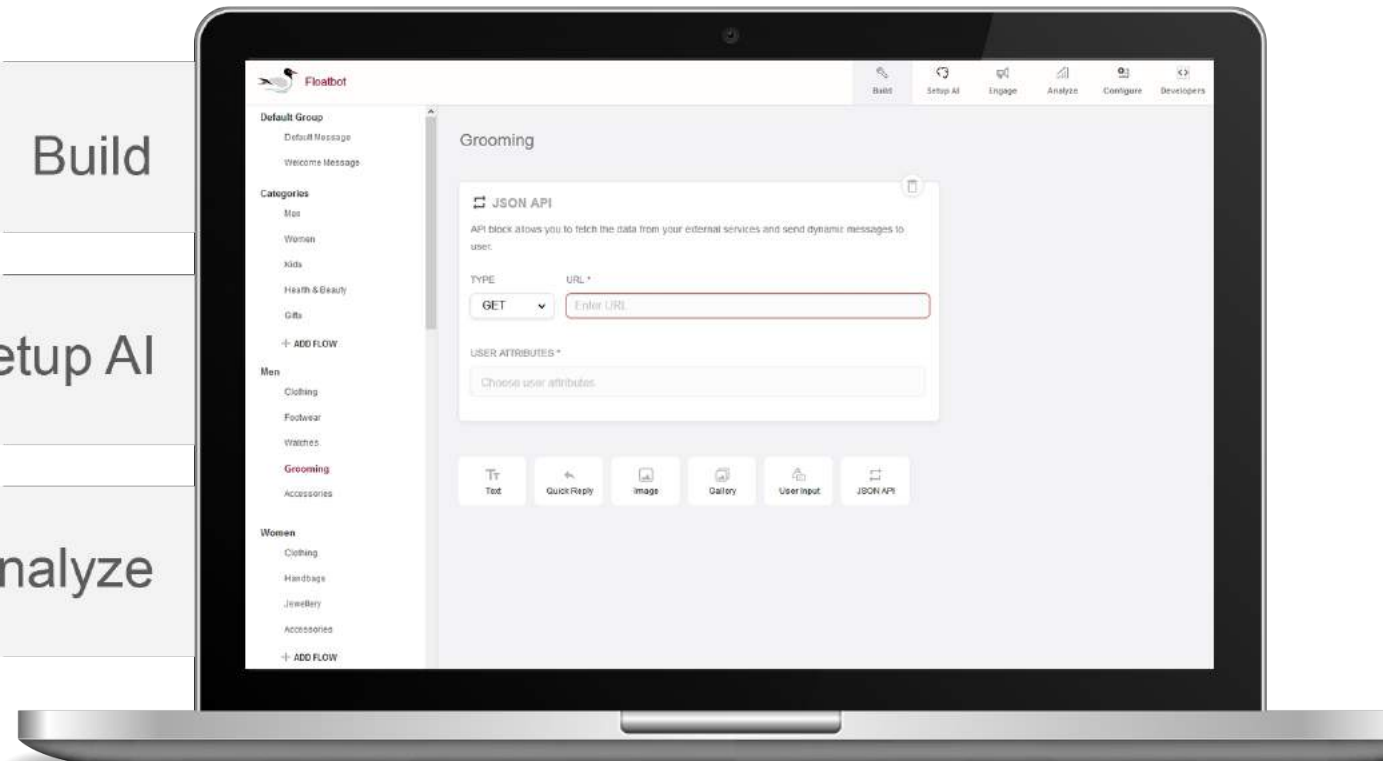
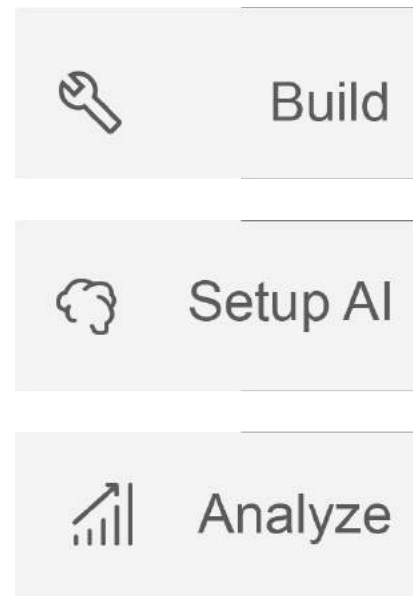
FAQ example:

Is there a job requirement for IT engineer in PMC ?

What are the rules to put up hoardings on road side ?

How can I register for upcoming marathon

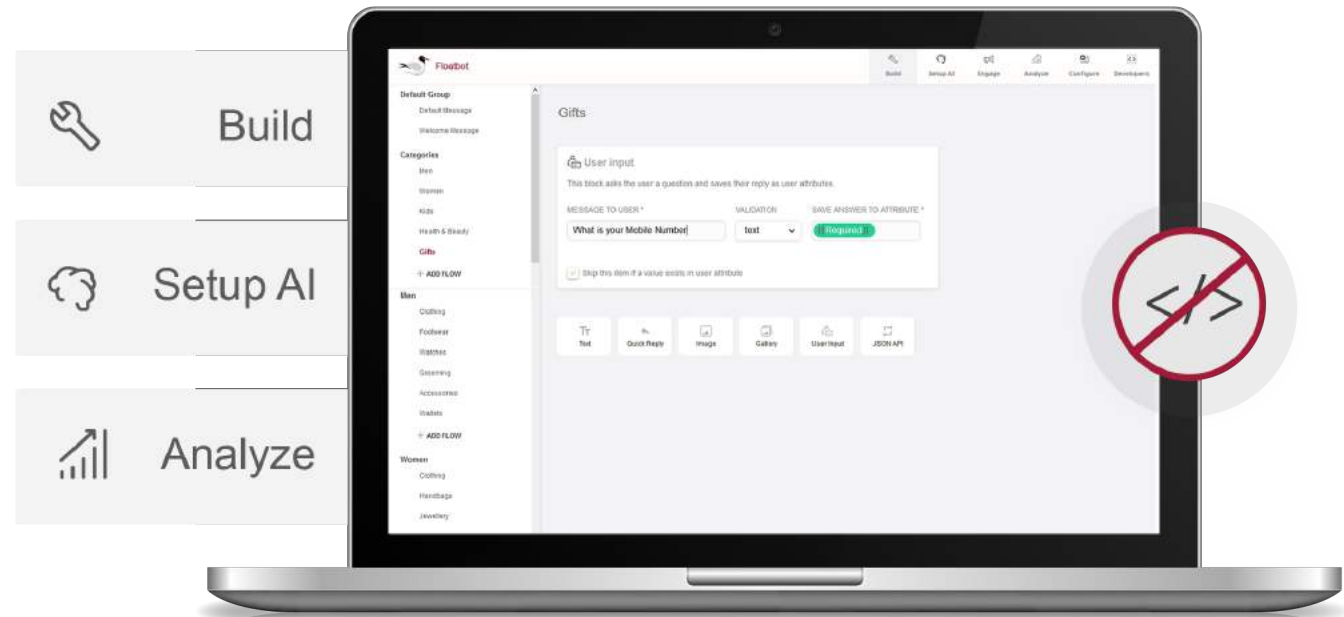
A lot of times citizens asks in gujarati or hinglish (ex: mare ek complain karvi che), in such cases based on previous training, bot may or may not be able to answer the query. If bot is unable to answer, than floatbot team will review the question and will train the bot so that next time bot will answer similar query





- DIY Chatbot platform with NLP and workflow support – no coding required – our platform is DIY (Do it yourself) and hence anybody can setup and maintain the chatbot
- Create workflows
- Automatic bill payment
- Tax payment
- FAQ
- Automatic resolution of citizen queries

## DIY Chatbot with Workflow and NLP Support



# Citizen Grievances (complains)



- ✓ Floatbot will be integrated with your citizen grievance system and allow citizens to raise grievance over chat
- ✓ Citizens also will receive updates on complain on chatbot

Citizen Grievance example:

There are water issues in maninagar area

Roads are bad in paladi area

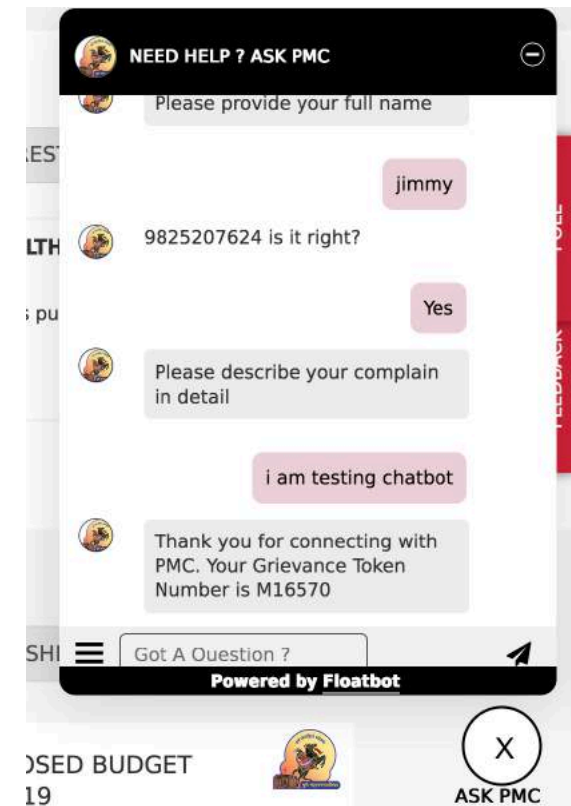
I want to raise complain about pollution in my area

What is status of my complain # 3485948

Chatbot reply – Your complain is work in progress.

We will soon notify you when complain is resolved

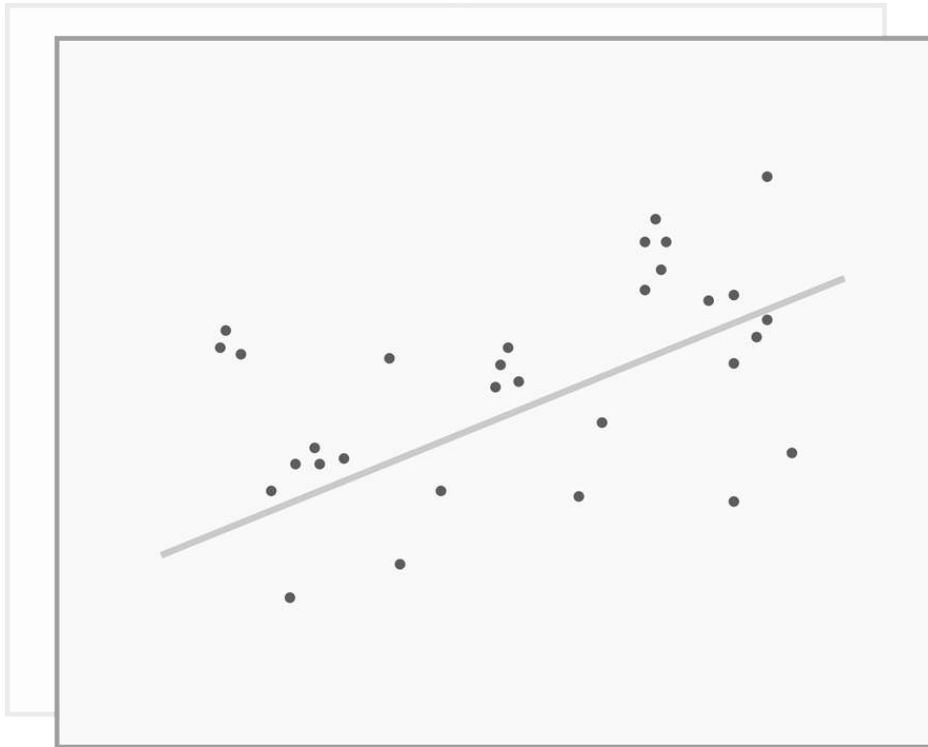
Floatbot integrated with PMC citizen grievance system



# Analyze

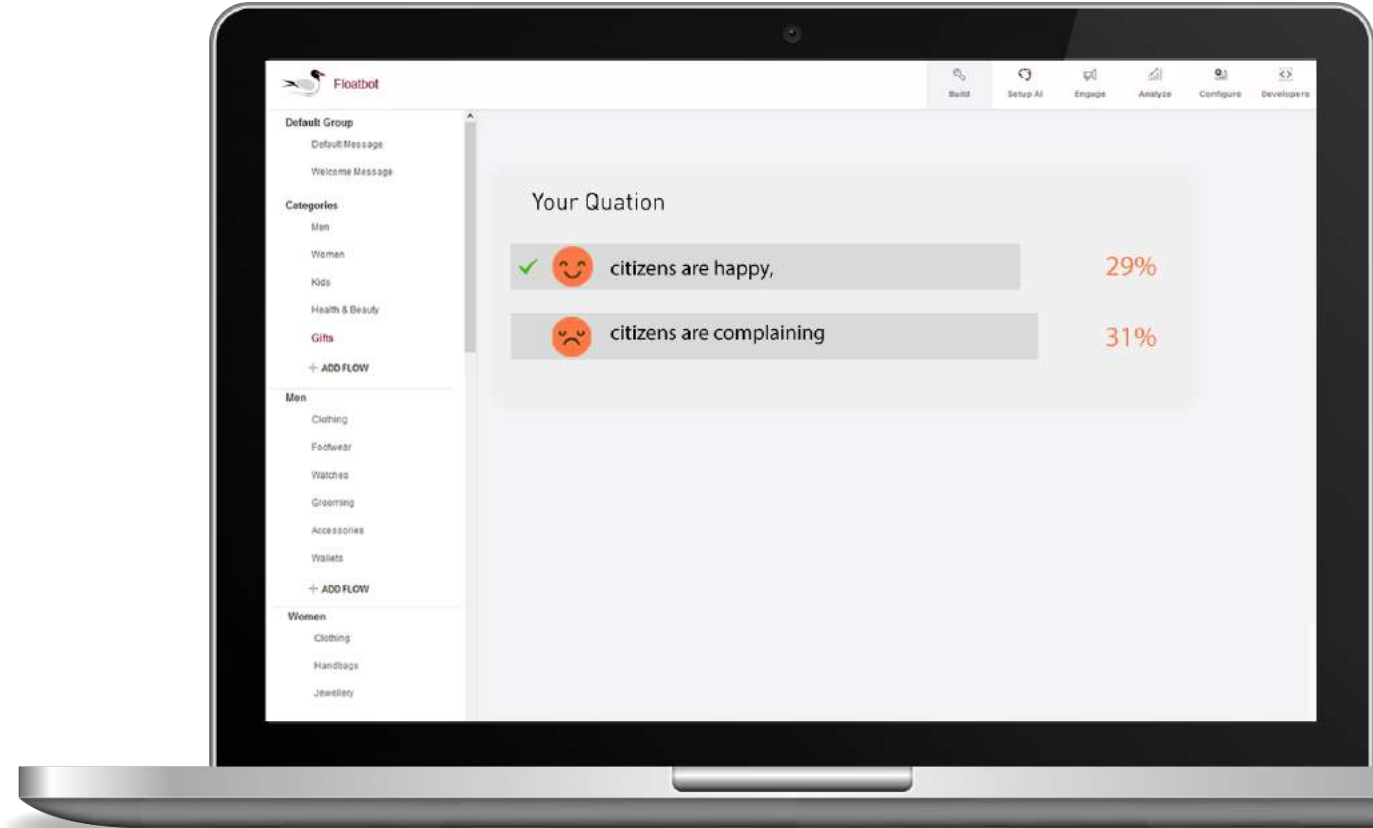


- Sentiment analysis and classification of citizen complains / queries



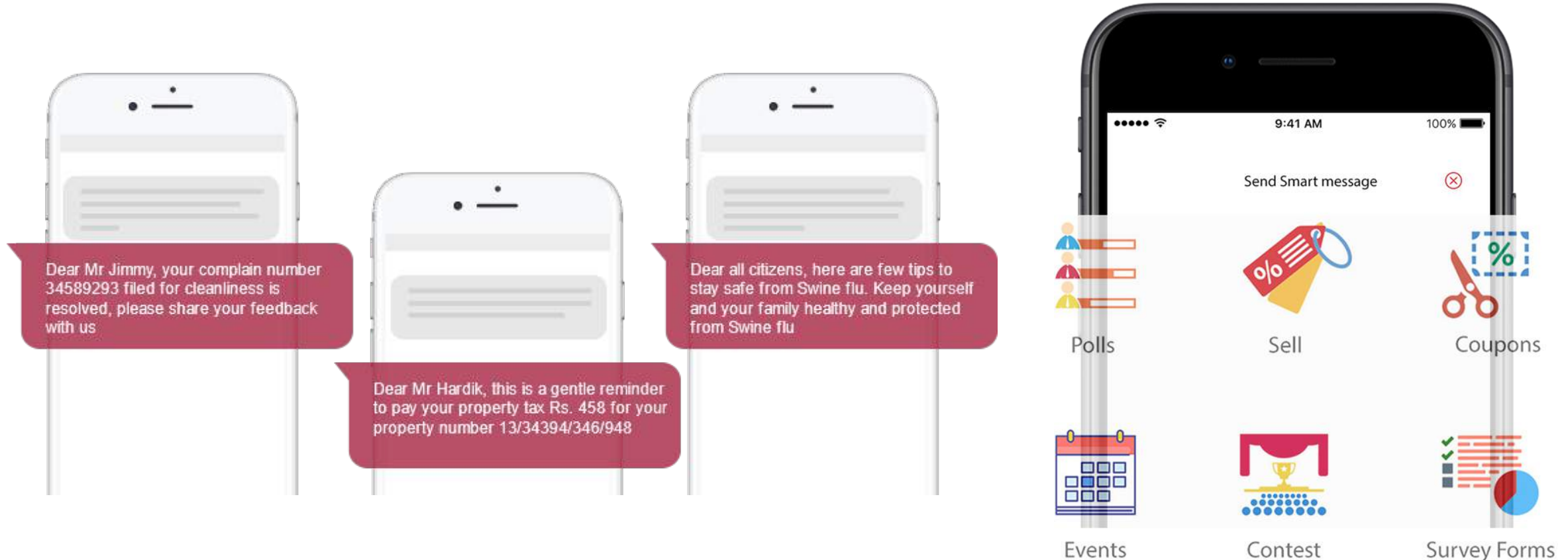
25% of citizens are complaining about water issues

Top 2 queries in last month are about cleanliness and health





- Citizen engagement
  - Engage with your Citizens specially youth by broadcasting personalized reminders for tax payment, update on complain status, government policies, health updates, sending regular updates, polls, surveys, targeted broadcasts to a particular age range

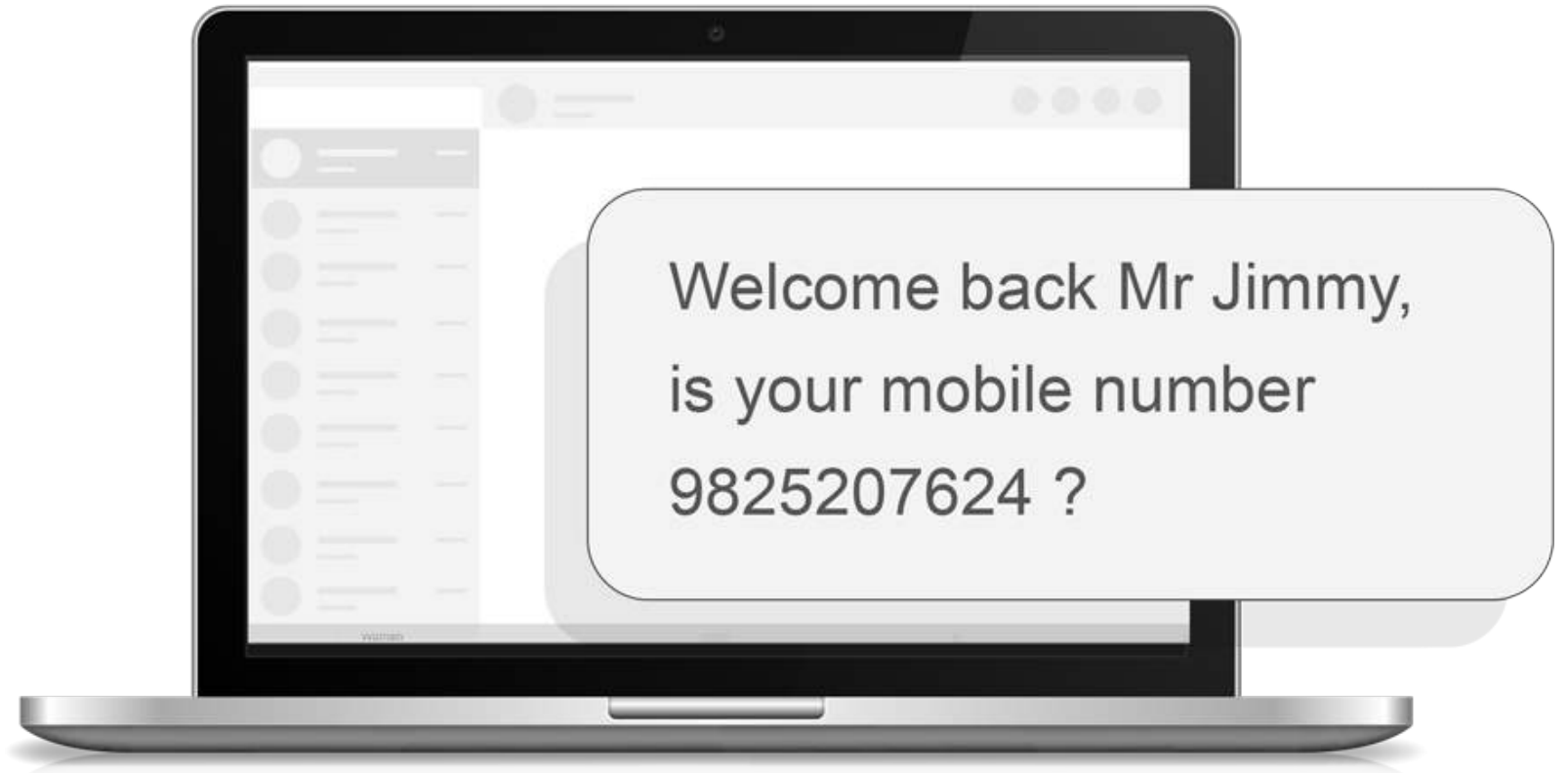


# Personalized AI assistant



## Personalized AI assistant

- Uniquely identify each citizen with a digital ID so that user is treated personally by AI chatbot
- Example: Welcome back Mr Jimmy, is your mobile number 9825207624 ?



# Login/Signup



## Login/Sign-up

- Let your users login or sign-up new users from chatbot – Chatbot will give personalized response
- Login and Sign-up is 100% secured!

Banking level security checked are passed

example:

What is my property tax due ?

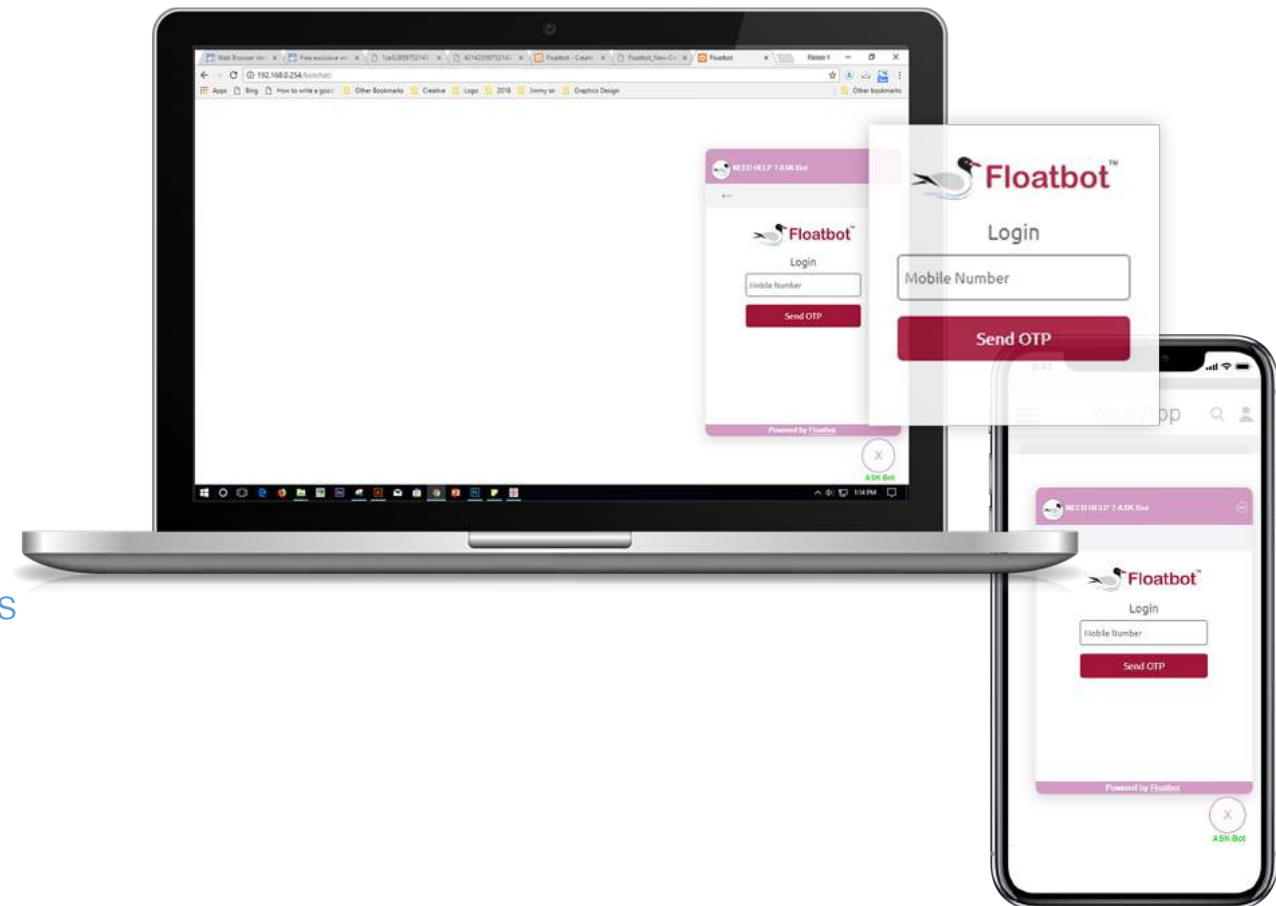
Chatbot reply: Your property tax due is Rs 5340

What is status of my complain ?

Chatbot reply: Following are the complains you raised with its status in last 30 days

#4858494: Water issue – Closed

#4859493: Road complain – Work in progress



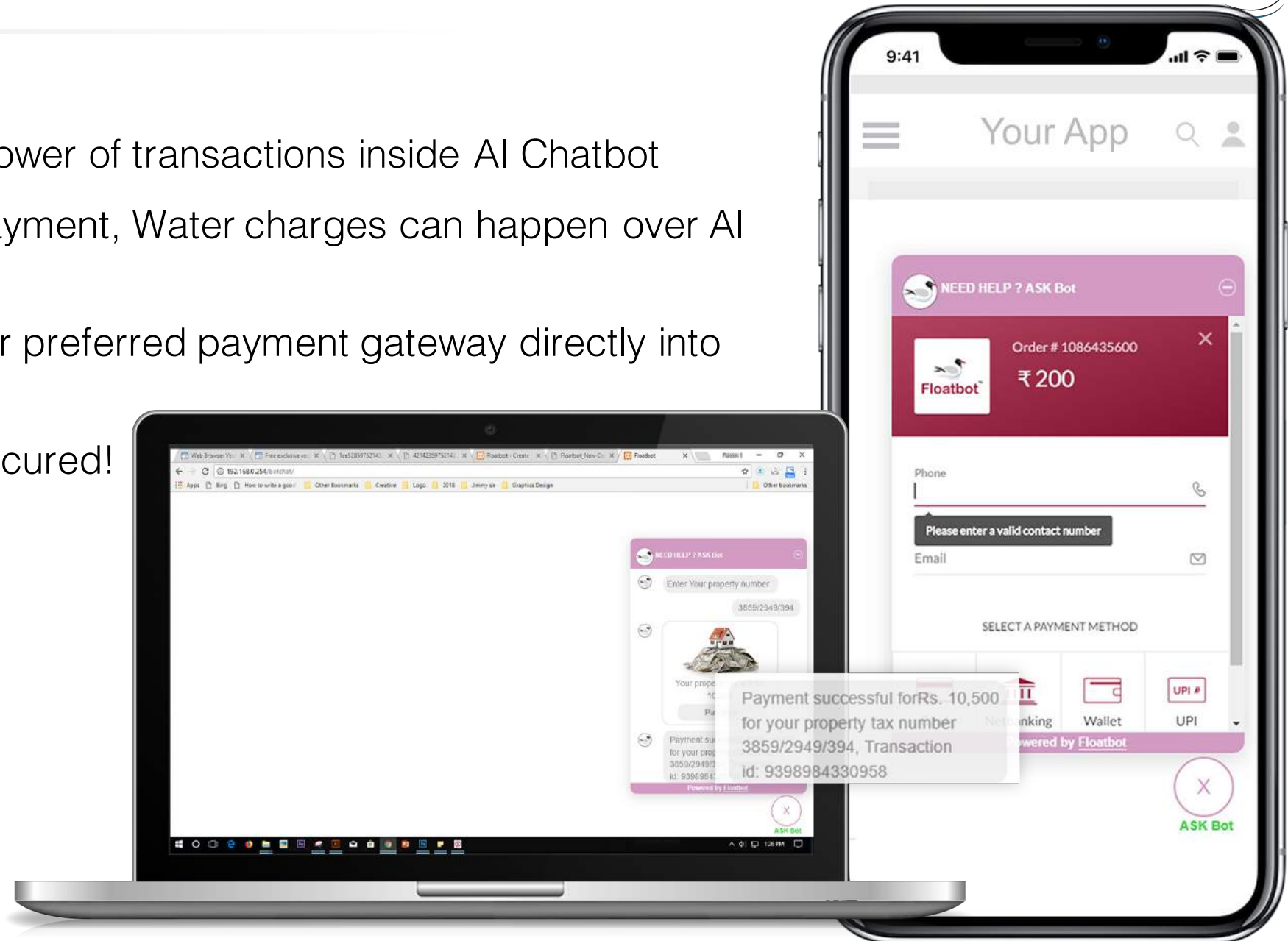


# Payment over chatbot



## Transactional AI Chatbot

- Offer your customer the power of transactions inside AI Chatbot
- Property tax, e-Challan payment, Water charges can happen over AI chatbot
- Accept payment from your preferred payment gateway directly into your account
- Transactions are 100% secured!



# Live chat / helpdesk

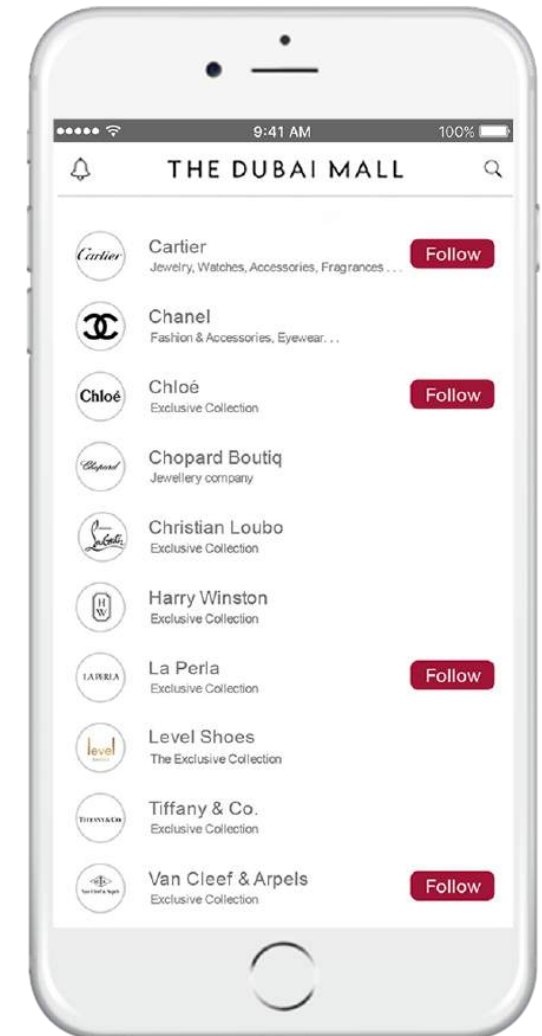
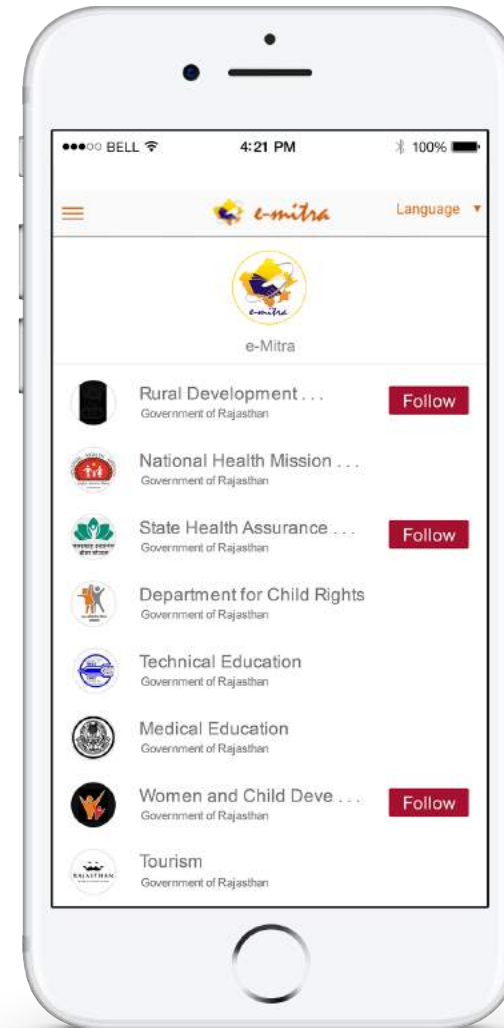


- ✓ Floatbot will allow PMC to setup helpdesk / call center on chat. Floatbot has option to add human agents and in case chatbot can't reply, live human agents can reply back

# Aggregate



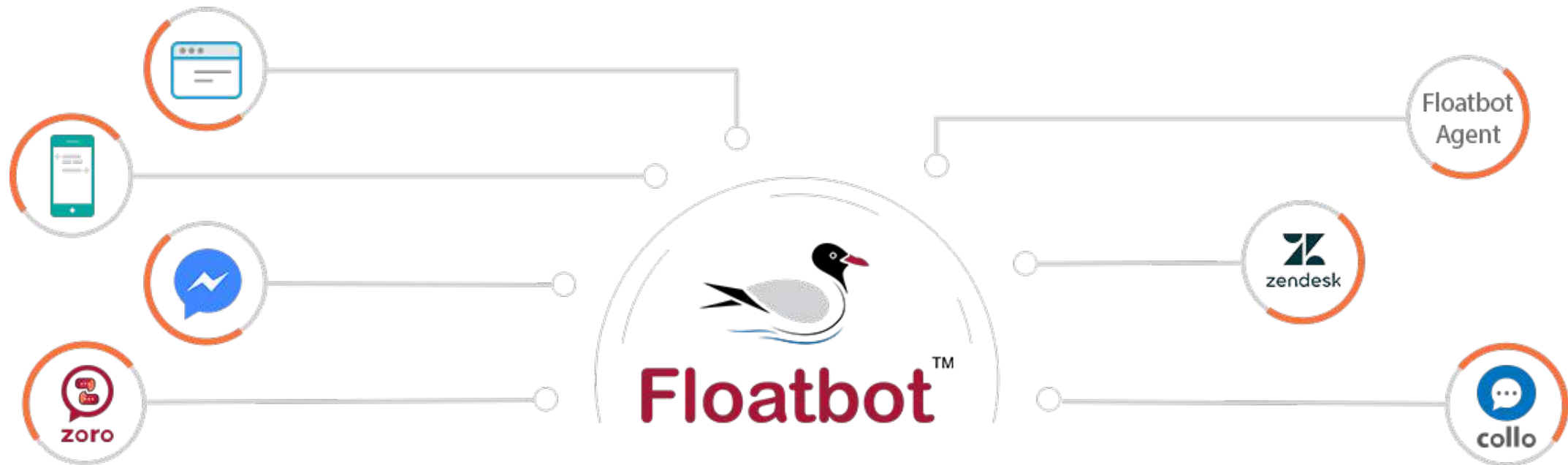
- Aggregate multiple Floatbot(s) into one app – useful for government that can combine all Floatbots of various department inside one mobile app



# Features



- Switch to human agent automatically when chatbot can't answer – Ideal for contact center
- Audio/video call between customer and agent
- Transactions over chat – invoice your customers over chat
- Agents can collaborate – for internal communication and collaboration
- iBeacon support for proximity – suitable for promotion of tourism



# Features



- Support vernacular Indian languages

The screenshot displays the AP State Portal (ap.floatbot.ai) with a navigation menu including HOME, ABOUT AP, GOVERNMENT, DEPARTMENT, SERVICES, BUSINESS, CONTACTS, and RTI & A. A search bar is present. A news article dated 7th Nov 2017 is featured, with a photo of Hon'ble CM Sri Nara Chandrababu Naidu inaugurating the 8th Annual Convention of ADTOI. The text below the photo reads: "Hon'ble CM Sri Nara Chandrababu Naidu was inaugurated the 8th Annual Convention being hosted by AP Tourism and Association of Domestic Tour Operators of India (ADTOI) in Visakhapatnam for the promotion of Domestic Tourism in the country."

On the right side, a chatbot interface titled "NEED HELP ? ASK AP" is visible. It contains the following text:

Welcome To Andhra Pradesh State portal, I am AP chatbot, How can I help you today?

ఆంధ్ర ప్రదేశ్ రాష్ట్ర పోర్టల్ కు స్వాగతం, నేను AP చాట్బోట్, నేను ఈ రోజు మీకు ఎలా సహాయపడగలను?

English

తెలుగు

Powered by Floatbot

Got a question ?

For more Info...

ASK AP

# Live website of Rajkot Municipality (RMC) Website



Browser address bar: [rmc.gov.in/rmcwebsite/default.aspx](http://rmc.gov.in/rmcwebsite/default.aspx)

Navigation: HOME ABOUT RMC ABOUT RAJKOT MIS LOG-IN

Rajkot Municipal Corporation

ONLINE SERVICES FORMS RECRUITMENT TENDERS BUDGET R.T.I.

Swachhata

Property Tax Paym... Environment Data  
Water Charges Hall Booking NEW  
Birth & Death Sports Regi. NEW  
Profession Tax Vehicle Tax NEW  
Complain Reg Account Bill Status  
R.T.I. Status

Commissioner  
Sawachhta App  
RAJKOT FULL MARATHON 2017

Birth Certificate Property Tax  
Death Certificate Complain Regi.

AIILSG NAGAR RATNA AWARD 2011

NEED HELP ? ASK RMC

Hi! I am RMC chatbot, How can I help you today?

- Online Services
- RMC Departments
- Smart City
- Swachh Bharat
- Misc Information
- Forms
- About RMC

Got a question ?

Powered by Floatbot

ASK RMC



# Live website of Rajkot Municipality (PMC) Website

Browser address bar: <https://pmc.gov.in/en>

Navigation: [FAQ](#) [PMC WEBSITES](#) [TOLL FREE: 1800 1030 222](#) [ENGLISH](#) [LOGIN](#)

Logo: **Pune Municipal Corporation**

Menu: [PMC](#) [DEPARTMENTS](#) [PUBLICATIONS](#) [ONLINE SERVICES](#) [CONTACT US](#)

### BUDGET 2018-2019

View whole document of Pune Municipal Corporation Budget 2018-19.

[VIEW MORE](#)

**NEED HELP ? ASK PMC**

Hi Jimmy! Welcome to Pune Municipal Corporation, How can I help you today? To serve you better, please share your Mobile number

[Skip and Proceed](#)

[f](#)  
[in](#)  
[G+](#)  
[Twitter](#)  
[Share](#)

**NEW UPDATES**

**VENDOR REGISTRATION**

AY  
AILS

Quotation :- Quotation Notice for supply of Metal File Cabinet  
[CLICK TO CHECK DETAILS](#)

Recruitment :- List of employees selected at PMC Health Department Khatik Bazaar on contract...  
[CLICK TO CHECK DETAILS](#)

Got A Question ?  
Powered by  
E-connectivity Infrastructur  
[CLICK TO CHECK DET.](#)

**ASK PMC**

# RMC Pilot results



- ✓ Floatbot is running in RMC website as pilot since 6<sup>th</sup> Dec 2017. This is a very basic bot developed in span of 3-4 days with basic integration with few of the online services of RMC
- ✓ Floatbot has some basic AI training with FAQs pre-fed. Only with basic FAQ training Floatbot is able to answer 53%+ queries of citizens
- ✓ Citizens are using the chatbot 27x7. We find chat at 5 AM in morning and even at 11.30 PM at night

Total unique users benefited from Chatbot: **4775**

*\*Statistics as of 20<sup>th</sup> March 11:00 AM*

Total citizen queries: **2248**

**53%** success ratio of  
Floatbot

Answered by Chatbot: **1197**

Huge jump in unique users in last 3 days –

15-03-2018 - 334

16-03-2018 - 434

17-03-2018 - 273



# RMC Pilot results



✓ some of the queries of Rajkot citizens successfully answered by Floatbot

40	Carpet Calculation	At present in Rajkot Municipal Corporation the property tax is calculated on the basis of net letting value of the property. Net letting value of the property is derived considering the built up area of the property and the rate of assessment for the area in which it is situated. To avoid any discrepancy in arriving at annual letting value the monthly rate of assessment for the different areas of the city are prefixed and the guideline of assessment is issued. This guidelines is effective since November 1994. The details of the rate of assessment and guideline for assessment is available at all ward offices and zone offices.	Neutral	17/03/2018 5:15AM
41	Online call later from junior Clark exam	Contact Establishment Department for more Detail. Ph. 0281-2221607	Neutral	17/03/2018 5:10AM
42	Call letter junior clark	Contact Establishment Department for more Detail. Ph. 0281-2221607	Neutral	17/03/2018 5:10AM
43	Call Letter download	Visit Below link for Recruitment of RMC <a href="http://117.240.113.212/">http://117.240.113.212/</a>	Neutral	17/03/2018 5:06AM
44	New carpet tax	Contact Aadhar Card Center at 1) Rajkot Municipal Corporation (Central Zone Office) 2) Rajkot Municipal Corporation (West Zone Office) 3) Rajkot Municipal Corporation (East Zone Office)	Neutral	17/03/2018 5:02AM
25	Can you give me your contact number	24 x 7 Call Center : 0281-2450077	Neutral	17/03/2018 6:46AM
26	online exam	Contact Establishment Department for more Detail. Ph. 0281-2221607	Neutral	17/03/2018 6:40AM
27	exam	Contact Establishment Department for more Detail. Ph. 0281-2221607	Neutral	17/03/2018 6:39AM
28	I forgot my application number	Please click the following link : <a href="https://play.google.com/store/apps/details?id=com.ichangemycity.swachhbharat&amp;hl=en">https://play.google.com/store/apps/details?id=com.ichangemycity.swachhbharat&amp;hl=en</a>	Negative	17/03/2018 6:39AM
29	Just. Clark exam hall ticket	Contact Establishment Department for more Detail. Ph. 0281-2221607	Neutral	17/03/2018 6:36AM

# RMC Pilot results



18	can you give phone number of property tax dept	Visit & Get detail from this path <a href="http://www.rmc.gov.in/rmcwebsite/tax_bill_receipt_new.aspx">http://www.rmc.gov.in/rmcwebsite/tax_bill_receipt_new.aspx</a>	Neutral	17/03/2018 6:51AM
19	But I am not getting it by visiting that site	Sorry, what was that?	Neutral	17/03/2018 6:51AM
20	its regarding new property tax based on carpet area	Visit & Get detail from this path <a href="http://www.rmc.gov.in/rmcwebsite/tax_bill_receipt_new.aspx">http://www.rmc.gov.in/rmcwebsite/tax_bill_receipt_new.aspx</a>	Neutral	17/03/2018 6:50AM
21	can you tell me the new property tax of property if I give you property number?	I didn't get that.	Neutral	17/03/2018 6:50AM

---

SR NO.	USER SAYS	ANSWERED/UNANSWERED	SENTIMENT	DATE
4	How to check property tax?	Visit & Get detail from this path <a href="http://www.rmc.gov.in/rmcwebsite/tax_bill_receipt_new.aspx">http://www.rmc.gov.in/rmcwebsite/tax_bill_receipt_new.aspx</a>	Neutral	17/03/2018 8:31AM
5	Property tax	Visit & Get detail from this path <a href="http://www.rmc.gov.in/rmcwebsite/tax_bill_receipt_new.aspx">http://www.rmc.gov.in/rmcwebsite/tax_bill_receipt_new.aspx</a>	Neutral	17/03/2018 8:10AM
6	Jr. Clark number	I missed what you said. Say it again?	Neutral	17/03/2018 8:10AM
7	Forgot my number	Sorry, what was that?	Negative	17/03/2018 8:09AM
8	???	I missed that.	Neutral	17/03/2018 8:09AM
9	Junior Clark exam old paper	Contact Establishment Department for more Detail. Ph. 0281-2221607	Neutral	17/03/2018 8:09AM

# PMC Pilot results



- ✓ Floatbot is running in PMC website as pilot since 2<sup>nd</sup> Jan 2018. This is a basic bot developed in span of 3-4 days using Floatbot platform with integration of PMC eFAQ and citizen grievances of PMC
- ✓ Floatbot already has 1000+ eFAQ questions pre-loaded from eFAQ portal of PMC. Only with basic eFAQ training Floatbot is able to answer 60%+ queries of citizens

Total unique users benefited from Chatbot: **7339**

*\*Statistics as of 15<sup>th</sup> March 11:30 AM*

Daily new unique citizens on-boarded: **100+**

Total citizen queries: **5873**

**60%** success ratio of

Answered by Chatbot: **3186**

Floatbot

Total mobile number citizens submitted to chatbot: **992**

# PMC Pilot results



✓ some of the queries of Pune citizens successfully answered by Floatbot

**That was helpful**

1. Give call to telephone Number 101, which is the number of fire brigade control room. 2. Give detail information about place & address along with nearest land mark where fire or disaster is happened. 3. Give your name and telephone / cell number. 4. Wait near the location of accident to guide the route to fire brigade vehicle. 5. Help fire brigade vehicle to reach at accident spot within minimum time. 6. Help to keep road clear approaching to accident spot.

**Okav..**

All right!

Ok tell me what documents i need for marriage registration

A. Age Proof &ndash; For Bride And Groom both in which they can use Leaving Certificate, Birth Certificate, S.S.C Board Certificate Or Passport. B. Address Proof &ndash; For Bride Groom And Witnesses in which they can use copy of ration Card/ Passport/ Voter Id/ Electricity Or telephone Bill With their name. Marriage card &ndash; If available C. Court fee stamp &ndash; Rs.100/- Photos &ndash; For Bride, Groom and witness all in passport size and Couple together after marriage . Photo copy- All Documents photocopy with self attestation . For Divorcee &ndash; Divorce certificate photocopy with attestation. For Widow - Death certificate of their husband / wife.

Death Certificate

Hello, To obtain Death Certificate online or to make change in the certificate, visit our website: <http://rts.punecorporation.org>

how do i link my aadhar with bank account

You can search your name in the photo electoral roll, by using link &lsquo;Search Engine&rsquo; on [www.ceo.maharashtra.gov.in](http://www.ceo.maharashtra.gov.in).

how do i pay tax?

You can search your name in the photo electoral roll, by using link &lsquo;Search Engine&rsquo; on [www.ceo.maharashtra.gov.in](http://www.ceo.maharashtra.gov.in).

What benefits we will get if we setup solidwaste management system in our society?

Marriage Registration is very important proof of Marriage. This document ensures self confidence and social security to a married woman. Marriage certificate is important document to get Passport and Visa. In case of any accidental death of Spouse it is important document to claims insurance benefits.

# PMC Pilot results



<p>how to lodge Complaint against him ? and where?</p>	<p>I didn't get that. Can you say it again?</p>	<p>ye Good!</p>
		<p>haha Glad I can make you laugh.</p>
		<p><u>impossible</u> I missed that.</p>
<p>if one of the Pune municipal corporation employee having third child afater 2005 , then what is the action on him by PMC ?</p>	<p>Can you say that again?</p>	<p>no Understood.</p>
		<p>so? One more time?</p>
		<p>What are you saying ? <u>I'm a virtual agent.</u></p>

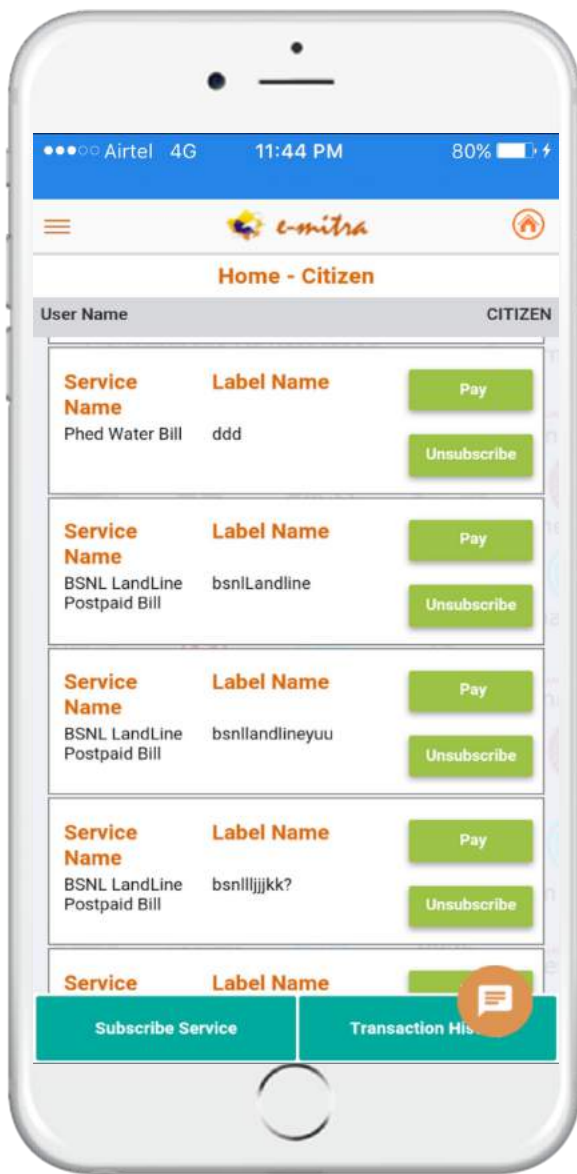
47 Bad gutter smeels behind our society based in sukhsagar nagar pune 46

Sr.No. Heritage places Address 1 Bhandarkar prachyavidya research centre 812, Shivajinagar, Law college road, Pune. 2 Botanical survey of India 7, Koregaon park, Pune. 3 Council Hall Bundgarden road, Cantonment area, Pune. 4 Deccan college and surrounding area Deccan College road, Yerwada, Pune. 5 Nanawada 597, Budhwar Peth, Shivaji road, Pune. 6 Vishrambagwada Bajirao Road, Tulshibaug, Pune 7 Pataleshwar Caves JM road, in front of Pashankar auto, Shivajinagar, Pune 8 Peshwe Dafter 12, Bundgarden road, Opp. to Council hall, Pune. 9 Pune Railway Station Pune Station, Pune. 10 Mahatma phule Mandai (old) Shukrawar Peth, Pune. 11 Bharat Itihaas Sanshodhan mandal 1321, Sadashiv Peth, In front of Bharat Natya Mandir, Pune 12 City Post 852, Budhwar Peth, Laxmi road, Pune 13 Central Building B.J. road , near sasoon Hospital, Pune 14 Agriculture college Ganesh khind road, Shivajinagar, Pune 15 College of Engg. Pune R.B. Motilal mills, kenedy road, Shivajinagar, Pune 16 Fergusson College F.C. road, Pune 17 Gokhale Institute B.M.C.C. road, Pune 18 Central post and telegraph office 3, Cannought road , near commissioner of police office , Pune 19 Don Bosco youth centre Pune 4, Koregaon park road , Pune 20 Owhel david synegauge and memorial 1/10, Moledina road, camp, Pune 21 Pune nagar wachan Mandir 181, Budhwar Peth, Laxmi Road, Pune. 22 S.N.D.T. College Off karve road, Near Law college road, Pune 23 Tulshibaug Mandir 177/178, Budhwar Peth, Pune. 24 Ahilyabai Holkar Ghaat & Temple Near Sangam bridge, R.B. Motilal mills road, Pune 25 Jangli Maharaj Samadhi JM road, Shivajinagar, Pune

48 Tax transfer of property

Following documents are required for transfer of ownership of property: 1) Proof of ownership (Sale Deed / Index II) 2) No objection certificate given by last/original owner or from Co-op Hsg. Society 3) Property tax payment receipt for the whole financial year with NOC 4) Abstract of property card. 5) Transfer fee at present is as follows: Purchase and sale of property (Registration & Stamp Duty Paid) For Residential & Non Residential Properties If ARV is 1 to 500 then transfer fee is Rs.1000 and add Rs.30 for every next 100 ARV + ( Rs.50 Administrative charges ) For change in company ownership name If ARV is 1 to 500 then transfer fee is Rs.500 and add Rs.30 for every next 100 ARV + ( Rs.50 Administrative charges ) Title Transfer of property by inheirship For Residential Properties If ARV is 1 to 500 then transfer fee is Rs.20 and add Rs.15 for every next 100 ARV + ( Rs.50 Administrative charges ) For Non Residential Properties If ARV is 1 to 500 then transfer fee is Rs.500 and add Rs.30 for every next 100 ARV + ( Rs.50 Administrative charges )

# Demo of eMitra Mobile apps, Rajasthan State



# Demo of eMitra Website, Rajasthan state



Browser address bar: emitra.floatbot.ai

Government of Rajasthan  
Department of Information Technology & Communication

e-mitra™  
Effective Governance  
Better Citizen Services

Navigation: HOME, ABOUT US, CONTACT, GET STATUS, SERVICE RATE LIST, ONLINE VERIFICATION SECTION, DOWNLOAD, KIOSK LOCATOR, TRANSACTION HISTORY

SKOCH AWARD (GOLD)  
SMART GOVERNANCE AWARD 2017

Nomination for e-Gov Rajasthan Awards 2016-17- Date Extended till December 20,2017

PARTNERS: BIX, FINO, HDFC BANK, Idea, ICICI Bank

Single Window access to all Government Services

Kiosk Locater Map

Transaction, Total Transaction Today, Total Kiosk

User Login, Kiosk Locator

NEED HELP ? ASK Floatbot

Proceed with ID

Please enter one of the following

- Bhamashah ID
- Aadhar ID
- Mobile number

Skip ID

Please select from any of the below e-Services

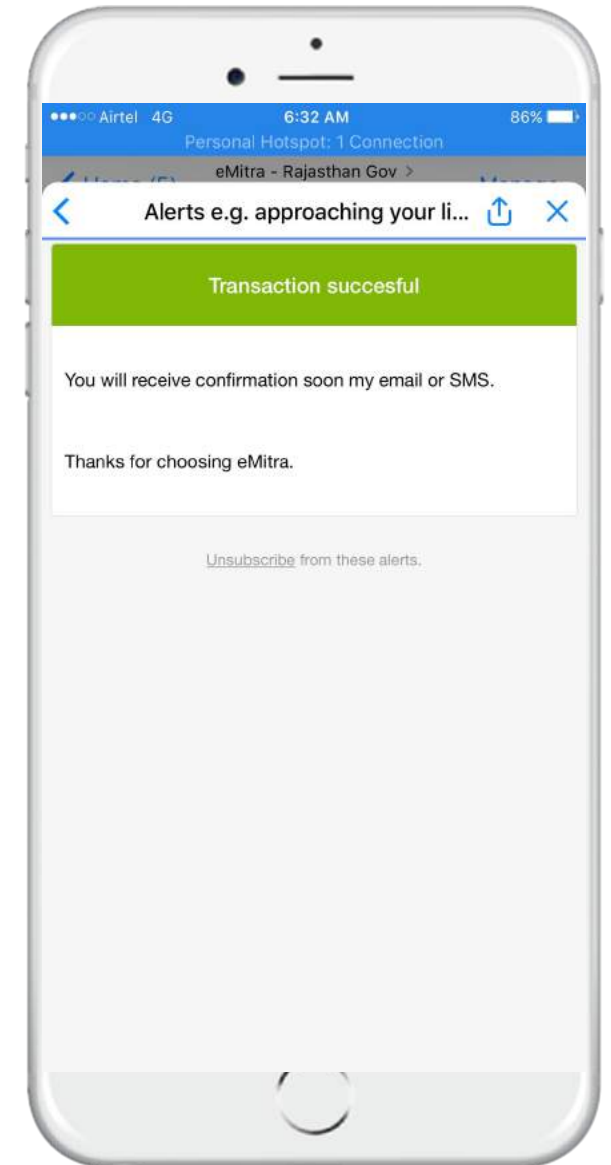
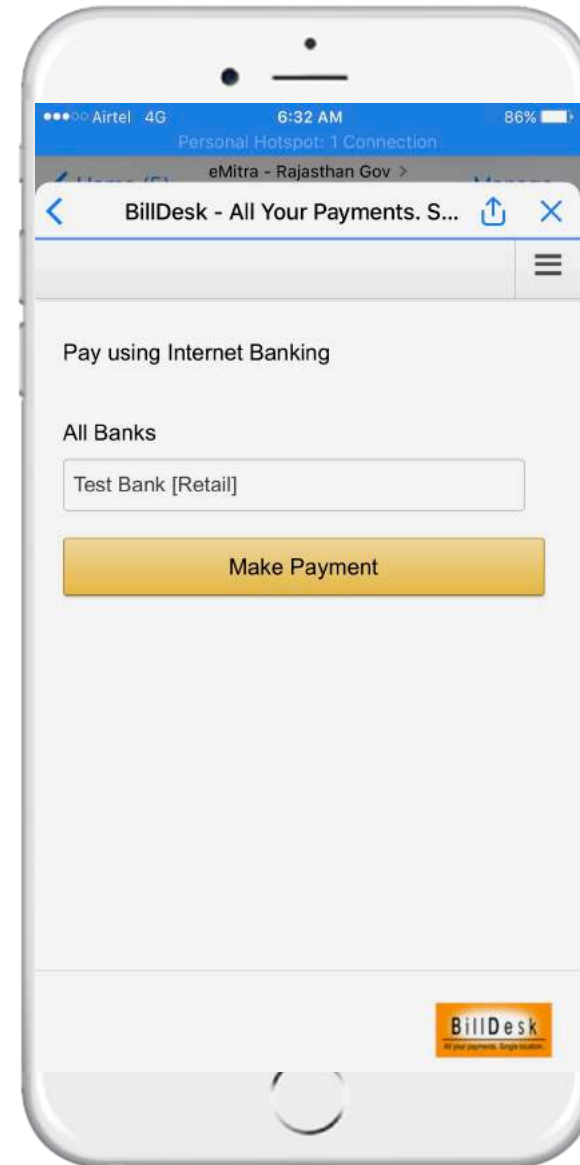
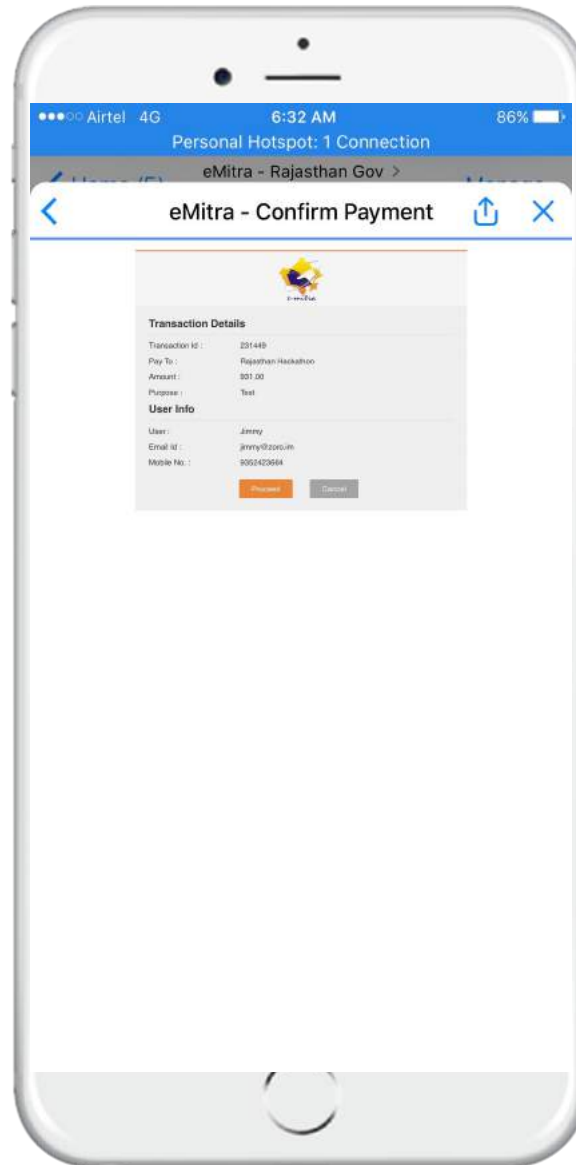
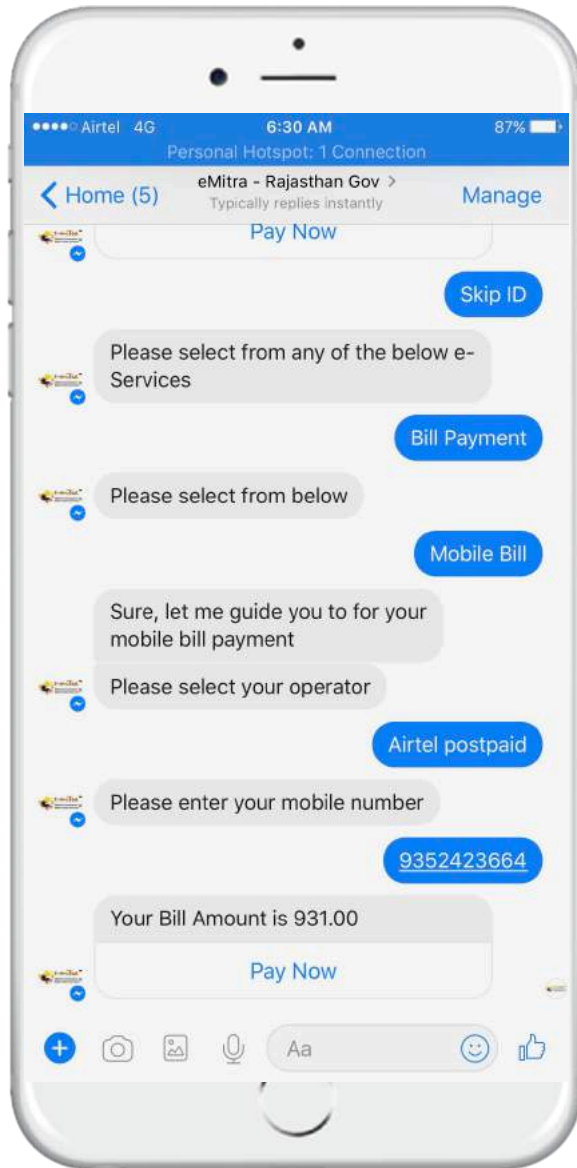
- Bill Payment
- University related
- Government Vacancy
- Apply for Caste Certificate

Got a question ?

Powered by Floatbot

ASK Floatbot

# Demo of eMitra FB Messenger, Rajasthan state





# Demo of Floatbot in AP government website




Browser address bar: ap.floatbot.ai

AP State Portal  
Official portal of Andhra Pradesh Government

SEARCH

HOME ABOUT AP GOVERNMENT DEPARTMENT SERVICES BUSINESS CONTACTS RTI & A

GAD - Vehicle



7th Nov 2017  
Hon'ble CM Sri Nara Chandrababu Naidu was inaugurated the 8th Annual Convention being hosted by AP Tourism and Association of Domestic Tour Operators of India (ADTOI) in Visakhapatnam for the promotion of Domestic Tourism in the country.

NEED HELP ? ASK AP

Welcome To Andhra Pradesh State portal, I am AP chatbot, How can I help you today?

ఆంధ్ర ప్రదేశ్ రాష్ట్ర పోర్టల్ కు స్వాగతం, నేను AP చాట్బోట్, నేను ఈ రోజు మీకు ఎలా సహాయపడగలను?

English

తెలుగు

Got a question ?

Powered by Floatbot

ASK AP



# Thank You

f /Floatbot

in/Floatbot

🐦 /Floatbot\_ai

