Nazar City Bot
Website

URL   https://citybot.pro/

Quick facts

- Company: Nazar City Bot
- Sector: Government & Public Sector
- Product / service: Website
- Type of data: Governmental data
- Origin: Ukraine

Description

Every city in Ukraine faces the problem of an overloaded municipal call centre that gets flooded with questions relating to the housing and utility infrastructure. Nazar City Bot is a Mariupol-based start-up that creates open data-based services for local government agencies. It enables local residents to receive automatic notices about scheduled or emergency service disruptions at a specific address and keep track of repairs.

Benefits

- During the first 9 months, the city bot helped ease the workload of call centre operators by 50%.
- The quality and speed of resident communications also improved, with the audience covered by the city bot increasing 7-fold to 100,000 residents.

CityBot **pro**

How open data is used

The Nazar city bot shows that services can be created using open data where not just citizens or businesses, but also local authorities can become a client, whereas citizens gain positive social effects from this.