1. WienBot - the digital assistant of the City of Vienna

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1.1. WienBot Abstract

Questions about Vienna? The WienBot provides answers around the clock. Quickly, easily and directly via voice function or chat.

In mid-December 2017, the City of Vienna launched its own language assistant as an app. You can ask the WienBot about parking fees and admission prices, opening hours and events. You can have it show you the nearest drinking fountain or garbage collection point in the vicinity on the city map, when the next underground runs and how to get to the Vienna Prater the fastest. The WienBot answers these and many more questions briefly and concisely directly in the app.

The WienBot speaks German and English. So even more people can use the WienBot answers. The English version is translated automatically and in real time with the help of AI.

Directions and timetable information: "How do I get to the Gänsehäufel?" The WienBot not only shows you how to get to your destination as quickly as possible, but also when the nearest public transport will take you there.

City map integration: "Where's the nearest drinking fountain?" This function is especially useful when you are travelling in the city. The WienBot shows the next drinking fountain, dung place or the next dog zone clearly on the city map.

Speech recognition and spoken answers. The WienBot also answers questions that are asked via voice input via voice output. If you prefer to write, the WienBot also answers with a text answer.

WHAT CAN THE WIENBOT DO?
Introduction-Video in english - https://www.wien.gv.at/video/2659/WienBot-Spracherweiterung-mit-KI-in-Echtzeit

1.2. Information more accessible to everyone.

As a Smart City, our goal is to make people's lives better and, above all, easier. The example for this is our WienBot - the Voiceassistant for Vienna. With the help of natural language, AI and direct answers, we make information more accessible to everyone.

1.2.1 NATURAL LANGUAGE

Many older people always struggled with typing on her smartphone When you show them voiceinput, they immediately understand the benefit.

1.2.2 AI

With voice input we learn to speak in whole sentences again. This means that we leave searches with keywords behind us. And this is where artificial intelligence comes in. Much more information can be transported in one sentence. And with the help of AI and machine learning these sentences are analyzed. The intention as well as the relevant information are automatically recognized.

An Exmapl: How do I get from Stephansplatz to Karlsplatz by public transport at 9 pm?

- Departure: Stephansplatz
- Destination: Karlsplatz
- Transportmode: public transport
- departure time 9 pm

Thus all information for a routing Request is available. This makes it possible to fill forms and APIs for us. We're freeing ourselves from this "form thinking".

1.2.3 ANWSERS

And if we understand the questions so well, then of course we also need the correspondingly good answers. Citizens want more than just information. They want short and simple answers to their questions. So one answer in a maximum of 5 sentences. For this we must radically rethink and simplify. A big challenge especially for city administrations. And that's exactly what we've been daring to do with our WienBot for over three years now. We shape the future of citizens Communication of the Smart City Vienna.