

05.2 PRESS RELEASE

New chatbot "KIndl" supports Munich citizens

The KVR introduces a new chatbot to support Munich citizens with the upcoming elections, offering instant support around the clock.

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With the start of a new election period, Munich citizens have many questions and concerns to address to the KVR. Until now, citizens had to check the website or make a phone call during opening hours, which can be a time-consuming process for some. For example, the first call alone takes on average 3 minutes, on peak days up to 8 minutes and the success rate is only 5-20%.

The KVR Munich has recognized the challenge and launched a new digital assistant to complement the existing website and hotline.

Munich citizens can now get an answer to their personal concerns much more easily, quickly and reliably. Chatbot-"KIndl" is available both on the KVR website and via popular chat messengers such as WhatsApp or Signal. Regardless of which channel "KIndl" is used, the service is available around the clock and supports many other languages besides German. It therefore serves Munich citizens of all origins. In addition to providing direct assistance to citizens, the chatbot serves to sustainably improve all KVR services by providing insights into citizens' concerns.

"We have up to 2,000 enquiries per day around election day," the KVR said. "Our hotline cannot handle the number of enquiries on these peak days. In addition, there are other difficulties such as the multitude of languages of the enquiries that we have to solve. That is why we have introduced the "KIndl" - a chatbot available in everyday chat. This introduction will improve the experience for the citizens of the City of Munich. People no longer have to wait on the phone line to get a reliable answer. In addition, "KIndl" relieves the burden on our telephone service line and helps us to provide a better service. It's a win-win situation!"

After the citizen has called up chatbot "KIndl" via a preferred channel, he/she is greeted by it and then asked about his/her concern. Here, citizens can then explain their issue in an interactive conversation. The chatbot tries to understand the question as best as possible and gives an appropriate answer or displays the requested information on the screen. After each answer, it then asks for feedback on whether the answer was satisfactory. In the negative case, the citizen is given tips on how he/she can formulate a question more comprehensibly for "KIndl" and asked to re-enter the request.

If the chatbot is unable to provide a satisfactory answer even after several reformulations, the citizen will be forwarded directly to a KVR support employee if possible. If no staff members are currently available, the citizen is asked for contact details so that the KVR support can deal with the concern at a later time. A rough estimate of when an answer can be expected is also displayed here.

"The new chatbot saves me so much time getting answers about the upcoming election, even after office hours!" said Katharina, one of the many election workers for the upcoming regional elections. *"In the past, I had to make several phone calls, including hotline queues, before someone could answer my urgent questions. And when I tried to look for an answer myself, I either didn't find it or was simply overwhelmed with the KVR website. But with the new chatbot, I get a helpful answer within seconds. So I can concentrate again on what is really important. On the elections."*

Do you want to try the new chatbot yourself? Try "KIndl" yourself by visiting the KVR website.