

# Municipal AI Assistants & Citizen Service Automation

Reusable layer for citizen services, staff assistance and controlled municipal workflows, connected to the information, documents, data of the existing systems.

## What we offer

EBRE AI builds modular AI services for public administrations. A deployment can safely bring together verified public information, internal knowledge, documents, structured data and APIs, and make the right capabilities available to citizens, mediators or staff through a controlled interface.

Supports guidance and operational work for users and citizens, Understands requests, extracts information from text and document, classified and routes cases, preparing a next step, or triggering authorised actions.

Roles, approvals and traceability are applied according to the service and the organisation's rules.

## Where it creates value

### Citizen

- Services and procedure guidance
- Multilingual access and digital inclusion
- Requests, incidents and follow-up

### Users

- Procedure and internal knowledge copilots
- Case summaries and next step guidance
- Document and form interpretation

### Service operations

- Intake, classification and triage
- Routing across teams and systems
- Controlled actions, approvals and audit

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## Working foundations

**Municipal-service software:** Information, procedures, incidents and other citizen services.

**Incident operations:** Geolocation, AI-assisted classification, routing, citizen follow-up and audit.

**Controlled AI agents:** Bounded tools, files, approvals and traceability for citizen and staff use.

**Data, documents and identity:** Configurable Data HUB components, OCR/document processing, APIs, roles and permissions.

## How a pilot can start

1. Choose one service journey, staff task or operational bottleneck with a clear owner.
2. Connect only the information, documents, data and workflow required for that case.
3. Deploy a working service with the appropriate supervision and agreed measures.
4. Reuse the validated components across additional services when the pilot creates value.

## What a pilot should prove

### Citizen experience

Can users reach the right information or complete the intended journey more easily?

### Operational value

Does the service reduce handling time, repetition, escalation or manual routing?

### Technical fit

Can it integrate reliably with existing systems while preserving permissions and traceability?