CITIBOT

Charleston County Launches Citibot, becoming America's First County to Launch an Integrated Text Messaging Software System for Citizen Requests
Citibot helps citizens take action and make effective change happen in their community

Charleston County is the first county in the country to launch Citibot, America's first interactive text messaging and customer service software system for civic engagement with government. Using text messages, Citibot can help a citizen report a problem, ask a question, or send in a message -- and Citibot responds in real time, anytime.

To start a conversation with Citibot, Charleston County residents can text "hello" to 843.800.4121

With Citibot, Charleston County citizens can now text specific questions to quickly access relevant county information. For example, residents can ask, "how do I request a recycling cart?" Citizens will also be able crowdsource county issues, including reporting potholes, and requesting mosquito control, all through an interactive chatbot that responds immediately to a citizen's text message

"Charleston County is committed to customer service for all of our citizens, and Citibot enables us to be connected to them via interactive text messaging. We encourage our citizens to text 'hello' directly to 843.800.4121 so that Citibot, and our customer service team, can help you," says Charleston County Administrator Jennifer Miller. "We are proud to be the first county in the country to deploy this easy-to-use technology that makes us much more accessible to our citizens."

Citibot, LLC is a Charleston-based tech startup that was formed in 2016. Citibot's co-founder and CEO, Bratton Riley, was inspired by the evolution of the conversational chatbot to help governments be more accessible and accountable to every citizen. "By opening up these new lines of communication, Citibot also helps cities efficiently allocate resources saving them time and money," said Riley. "We are so proud to have Charleston County as our first county customer."

About Citibot:
Citibot is a tool for citizens and their governments to use for efficient and effective communication and civic change. Using text message, Citibot can help to report a problem, ask a specific question to local government, send notifications and view analytics. Citibot empowers citizens to solve city problems and get questions answered immediately via text message.

For More Information:
Website: http://citibot.io
Facebook: /citibotio
Twitter: @citibot_io
Instagram: @citibot

- written by the Public Information Office -