

Crisis Response Network – Eviction Prevention Chatbot Frequently Asked Questions (FAQ)

The FAQ list is a living document and both the questions and answers help guide the design, development and deploy the solution. Please add new questions and refine answers as appropriate.

1. Who is the customer?

The Eviction Prevention Chatbot will primarily serve tenants experiencing financial hardship and provide them resources to prevent eviction.

2. What are the resources that need to be developed for Crisis Response Network (CRN) Staff?

A training document will be provided to the CRN Team explaining what the digital assistant is, how it works and how to use the digital assistant in support CRN. The guidance will include how CRN staff can made modifications to the digital assistant. The document also details how to manage the system and add new features.

3. What use cases will be supported by the Digital Assistant?

The initial solution is implemented primarily for tenants experiencing financial hardship. The product roadmap envisions expanded use cases for other 211 support services for housing, shelter and utility assistance.

4. Have any legal or regulatory issues been identified?

The Eviction Prevention Chatbot will clearly state that it will not provide any legal advice.

5. Will information be timely, updated and accurate?

Yes, the Crisis Response Network Team is already maintaining the creation and updates to the custom tailored reports that document eviction prevention resources on the Eviction Prevention Chatbot.

6. How will CRN market the solution, drive usage and demonstrate value?

The free Eviction Prevention Chatbot allows CRN to service its customers 24/7 and provide them access to eviction prevention resources in a way that was not possible via its call centers. Utilization of the application can be monitored via logs.

7. What is the cost to build and maintain the solution?

The initial implementation of the Eviction Prevention Chatbot will be at no cost to the CRN Team other than staff time.

8. Where will the solution be hosted and how will it be updated?

The solution will be cloud based. The CIC is technology and vendor agnostic, but the prototype will be hosted in the AWS cloud. The CRN IT Department will own the technical aspects of the project, the content and the messaging.

9. Will the CRN call centers go away?

No, the call centers won't go away, but will be able to improve customer service and focus on Tier 3 customers. Create more agility and ability to focus on strategic priorities.

10. What does the tools need to be interoperable with?

The system needs to be interoperable with 211arizona.org and any use case specific applications, along with any data sets needed to complete the query or service request. Ensure integration with upstream works.

11. How long will it take to build?

The basic Eviction Prevention Chatbot can be built in approximately 1 month. Note that the development time can be impacted by various factors such as ambiguous or changing requirements and bug fixes.

12. Will the tool be able to complete service requests or just provide information?

The initial implementation of the Eviction Prevention Chatbot will guide a user through a series of questions and provide them a tailored report on eviction prevention resources. In the future iterations of the tool, the chatbot can make external service requests and interact with the user in a more granular fashion.

13. .How effective is this technology at providing customer service and improving operations.

Digital assistants and chat-bots are proven technologies and have been used effectively to provide customer services in the public sector space. The City of Albuquerque received an IDC Research Smart City award for deploying an Alexa 311 system.

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