HEY PHOENIX, HOW DO I…

PHOENIX ANNOUNCES LAUNCH OF FIRST-EVER CITY DIGITAL ASSISTANT TO HELP PHOENIX CUSTOMERS WITH ESSENTIAL CITY SERVICES.

PHOENIX (Local News) July 1, 2020 – Today, the City of Phoenix announced a new digital assistant tool to help City of Phoenix residents and businesses better access city information and services. The Digital Assistant provides a quick, accessible and accurate way to get answers to questions, direction for services, and the ability to complete requests online any time, any day, from any device, including mobile phones and voice assistants.

Before the Digital Tool, the Residents had to call one of the City's 19 call centers or sort through pages of web content to find the information they needed. The call centers were not always open and wait times could be long. Customers demand information instantly and 24/7/365. Now using the Digital Tool they can simply ask for the information they want and it is provided. The Tool is designed to improve customer satisfaction by making it faster and easier to obtain accurate answers to questions. Additionally, the Tool makes it faster, easier and more efficient for City employees to post and update information and respond to customer requests.

"The new Digital Tool is a win-win for the people who live, work and play in the City of Phoenix," said Councilor Mya Answers. "It's a win for the people who now have better access to information and a win for the City because we are better able to serve the public by getting them the information they need any time, on any day of the week."

The Phoenix Digital Assistant makes it easier for people to access City information and services using chatbots and digital voice assistants across multiple devices, including mobile phones, computers and Amazon's Alexa. A resident can use the digital tool app on their phone or computer or Alexa and ask 1,000's of Frequently Asked Questions, like "What is the waste pick-up schedule, where do I vote, how can I pay my city services (water) bill." Residents can also register and set up an access code that allows them to perform certain transactions, like file applications, make payments and provide information while protecting privacy and security.

"When will my bulk trash be picked up?" I used the City's new digital assistant and it helped me to find this information quickly and told me when and where I can recycle my household hazardous waste. Now, I am good to go," said Joe Smith Phoenix resident. "Back in San Diego I spent hours finding this information with multiple phone calls. This process took less than 5 minutes"

For more information on the City of Phoenix Digital Assistant please visit www.phoenix.gov/customerobsession.

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