

2024

Hawai'i Annual Code Challenge (HACC)

Challenge Title	Hawai'i AI Concierge Bot
Department / Organization	Tyler Hawaii
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The Challenge

Describe situation to be solved	<p>In today's digital world, where vast amounts of information are continuously generated and consumed online, finding specific information can be a daunting task. This challenge is particularly relevant for those seeking information about Hawai'i including residents, visitors, or anyone with an interest in the islands—whether they are looking for information on hiking, camping, tourist attractions, or local events.</p> <p>Instead of sifting through countless pages of content, there must be a better way to find information quickly, effectively, and accurately. Traditional chatbots, with their rule-based systems and decision trees, can be limited in handling complex queries; however, an AI-powered chatbot offers a more dynamic solution. By leveraging advanced AI, users can enjoy more natural conversations and receive accurate, timely information about Hawai'i, making user's search for relevant details quicker and more intuitive.</p>
Preconditions <i>(How does it work now)</i>	<ul style="list-style-type: none">• Users can find information using various online resources provided by the agencies (e.g., https://portal.ehawaii.gov/) or traditional search engines (e.g., Google, Bing, Yahoo)• Users can contact the agencies via email or phone
Assumptions/Issues <i>(list any conditions that could impact the solution)</i>	<p>The chatbot may occasionally provide inaccurate information to users.</p> <ul style="list-style-type: none">• Despite the availability of accurate information on the websites, the chatbot may deliver incorrect responses.• Inaccuracies in the chatbot's responses may arise from the existing information on the websites. Agencies may struggle to address (correct) these inaccuracies if they are uncertain about the source of the information the chatbot is retrieving.
Current Approach <i>(how is situation currently being handled)</i>	<ul style="list-style-type: none">• Agencies maintain websites that provide information on various topics related to the Hawaiian Islands.• Some websites, such as https://portal.ehawaii.gov/, offer live chat support and keyword search functionality, allowing users to enter queries and receive results specifically related to Hawaii.

	<ul style="list-style-type: none"> • There are some websites that use live help chats or keyword searches. Such as with https://portal.ehawaii.gov/, where users are able to enter in the search bar and only results related to Hawaii are shown. • Users also have the option to utilize traditional search engines to obtain relevant information.
Users <i>(Who would use the application - employees or constituents or both? How many users would there be?)</i>	Any individuals seeking information about Hawai'i (residents, visitors, anyone with an interest in Hawai'i, etc.)
Business Rules	<ul style="list-style-type: none"> • 24/7 availability
Special Requirements	<ul style="list-style-type: none"> • Accessibility • Responsive design • Multi-language support
Technical Platforms <i>(in use or desired to be used)</i>	NA
Data set to be used or collected	Any data which can be extracted from https://portal.ehawaii.gov/ , as well as the subdomains of hawaii.gov, hawaiicounty.gov, kauai.gov, honolulu.gov, and mauicounty.gov
Data set calculations or reporting needs	NA
Solution Road Map	
Basic Flow <i>(steps of user action/system response)</i>	<ul style="list-style-type: none"> • Landing page where the chatbot is inserted • A chatbot icon • A chatbot window appears when users click the chatbot icon • Users send a message in the chatbot window • Users receive a response in the chatbot window • Users can have as many interactions as possible with the chatbot until users close the chatbot window.
Goal of Solution	The goals of the solution are to boost user engagement, enhance the user experience, improve operational efficiency, and reduce costs by delivering

	24/7 user support and instantly addressing routine inquiries through an AI chatbot.
Business Value <i>(potential financial or time savings)</i>	<ul style="list-style-type: none"> • The chatbot can minimize the need for a large customer service team, resulting in substantial savings on salaries, training, and operational expenses. • The chatbot can provide users instant responses and 24/7 availability.
Success Scenario <i>(how you know a solution is working)</i>	<ul style="list-style-type: none"> • Interaction Volume: An increase in interaction volume may reflect greater user engagement and more frequent utilization of the chatbot. • User Satisfaction: Implementing a user feedback system can be valuable. Higher Customer Satisfaction Scores (CSAT) often indicate a high level of user satisfaction.
To be completed by the HACCC Planning Committee	
Community/Industry Data Available	
Potential Community/Industry Co-Sponsors	