


Here's how government organizations around the world use Engati to support their citizens





Zambia's Ministry of Health used a bot to monitor citizen's concerns and spread coronavirus-related information.

 **MOH COVID-19 Ch...**
MoH Zambia COVID-19 Information Chatbot

Welcome to the official government Coronavirus Disease (COVID-19) support service. This service provides the official and up to date information on the status of COVID-19 in Zambia. Select one of the options in the list below to get the correct information on the topic:

STAY SAFE OVER THE WEEKEND

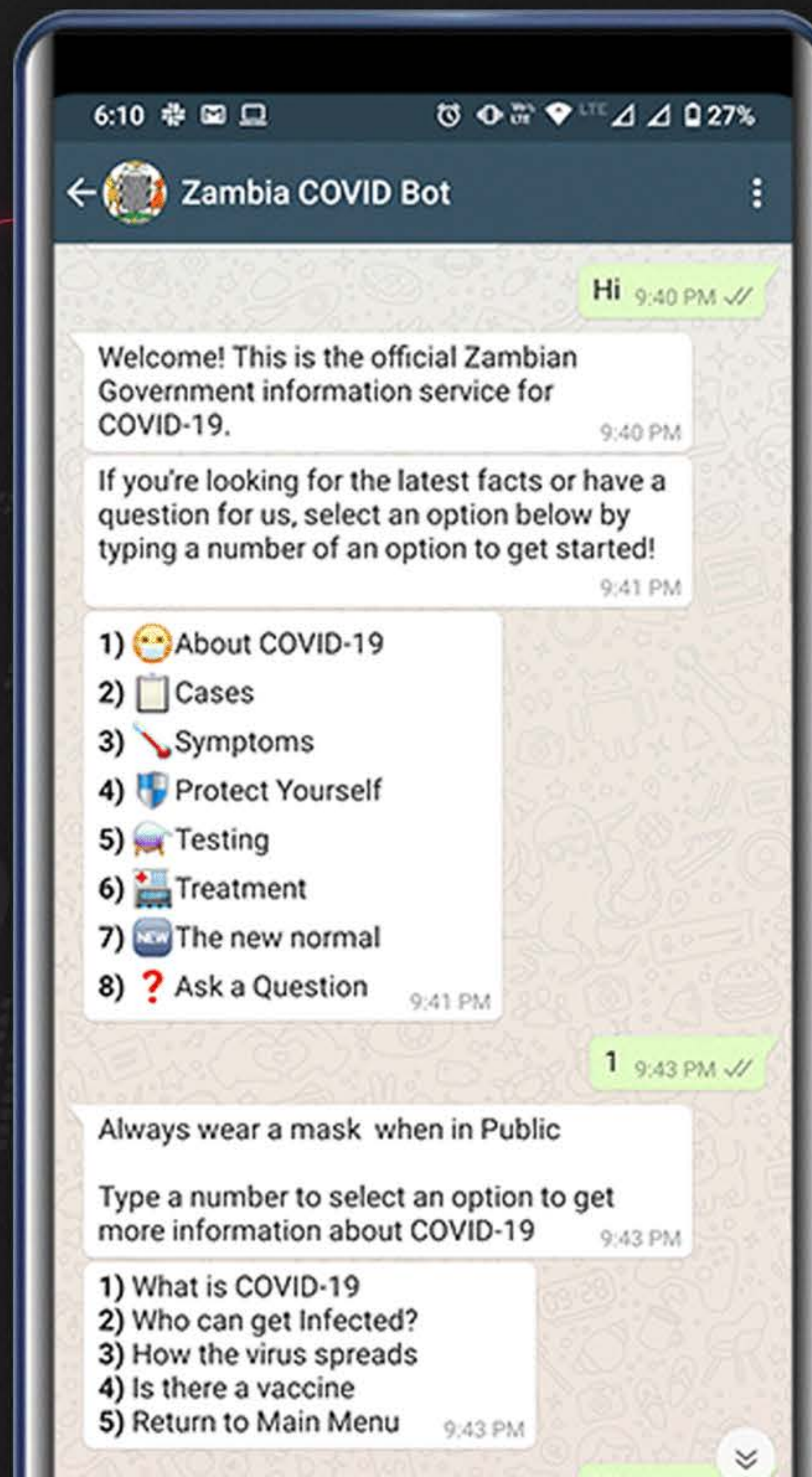
- Maintain at least 1-2 metres apart from one another
- Avoid touching your face, eyes, mouth or nose
- Cover a sneeze/cough with a tissue or bent elbow

 **Five Golden rules** 

- Mask up
- Frequent hand washing with soap and water
- Maintain physical distancing
- Avoid crowded places and stay at home
- If you develop any symptoms, seek medical attention immediately


Deployed on WhatsApp,
their bot reached more than

98,000 citizens



The UK Cabinet Office ran the Young Scientist competition to promote STEM studies.

Shamima (Manager)

 Hi, this is Shamima, your team lead.

We've had a very good response to our 'Just like me' STEM campaign so far. Now, I need you to create a new Twitter post to raise awareness of the Ministry's upcoming Young Scientist competition.


Are you ready?

10:44:05


Competition? Let's do it.

Competition?

10:44:05

 The Ministry is running a competition to encourage young people to get into science.

Young Scientist competition




Write a reply...

Their bot guided students through the contest and increased user engagement by

43.5%!

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[Competition?](#) [Let's do it.](#)



[Competition?](#)

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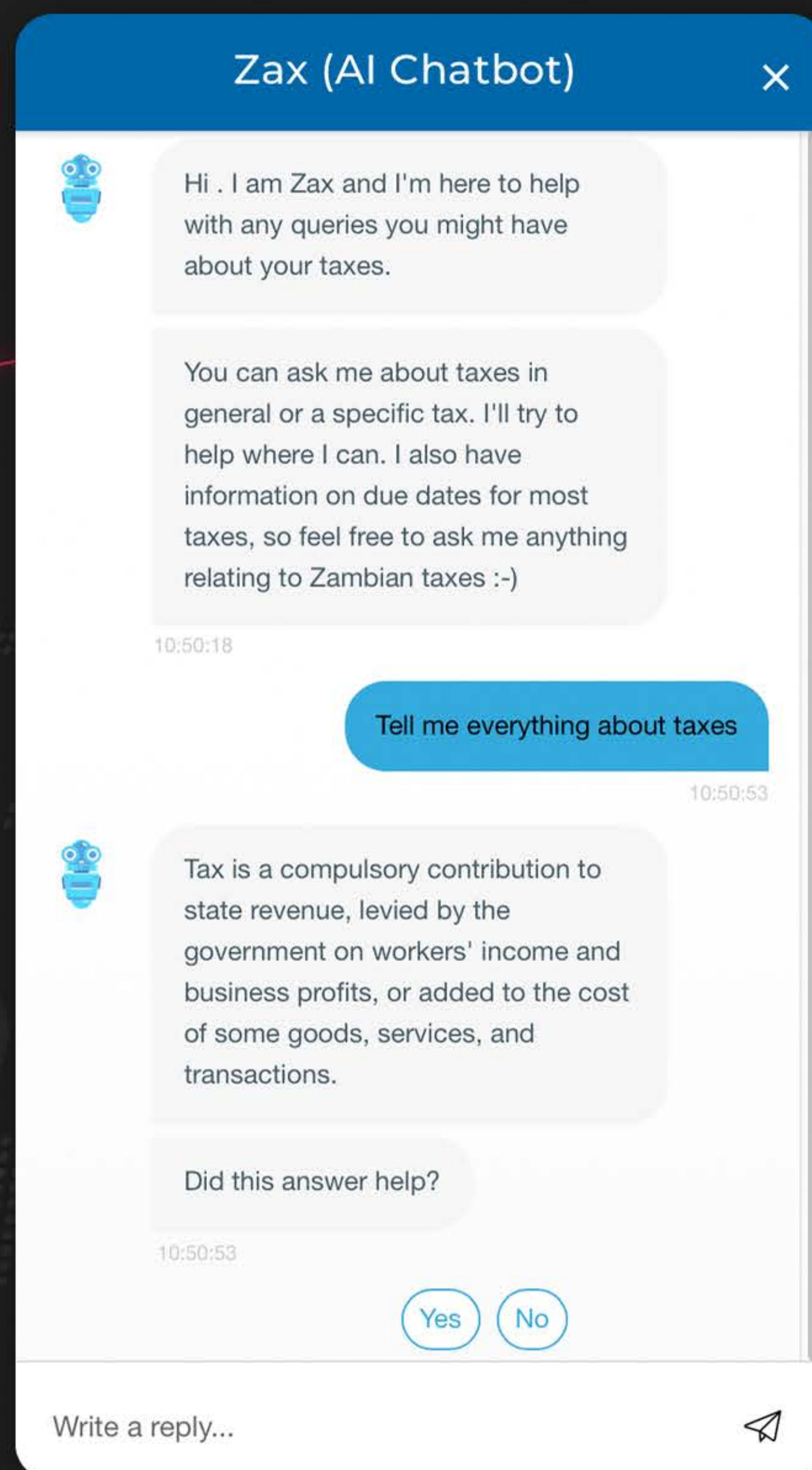
 The Ministry is running a competition to encourage young people to get into science.

Young Scientist competition

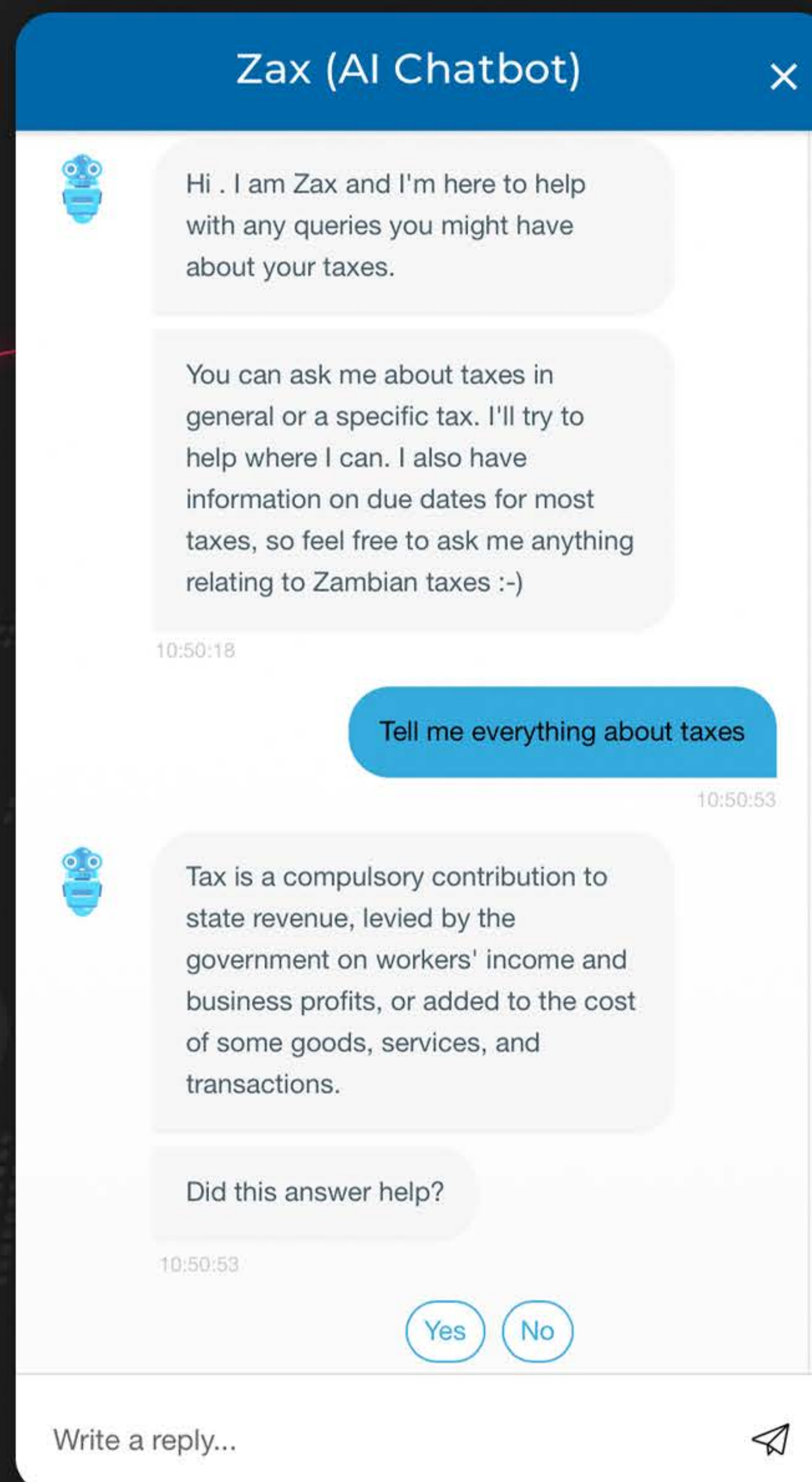


 Write a reply... 

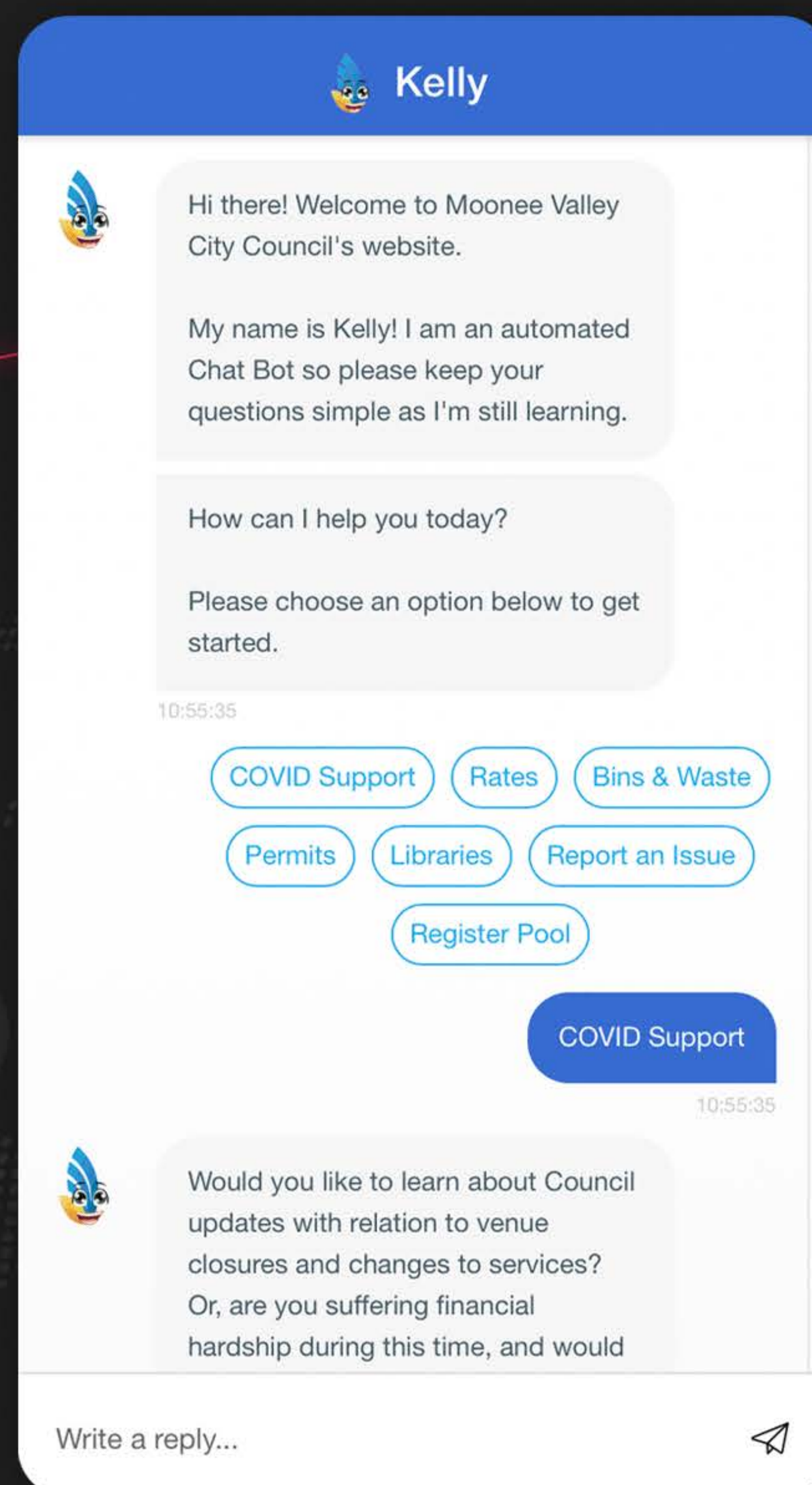
Zambia Revenue Authority needed a solution to engage their website visitors at scale.



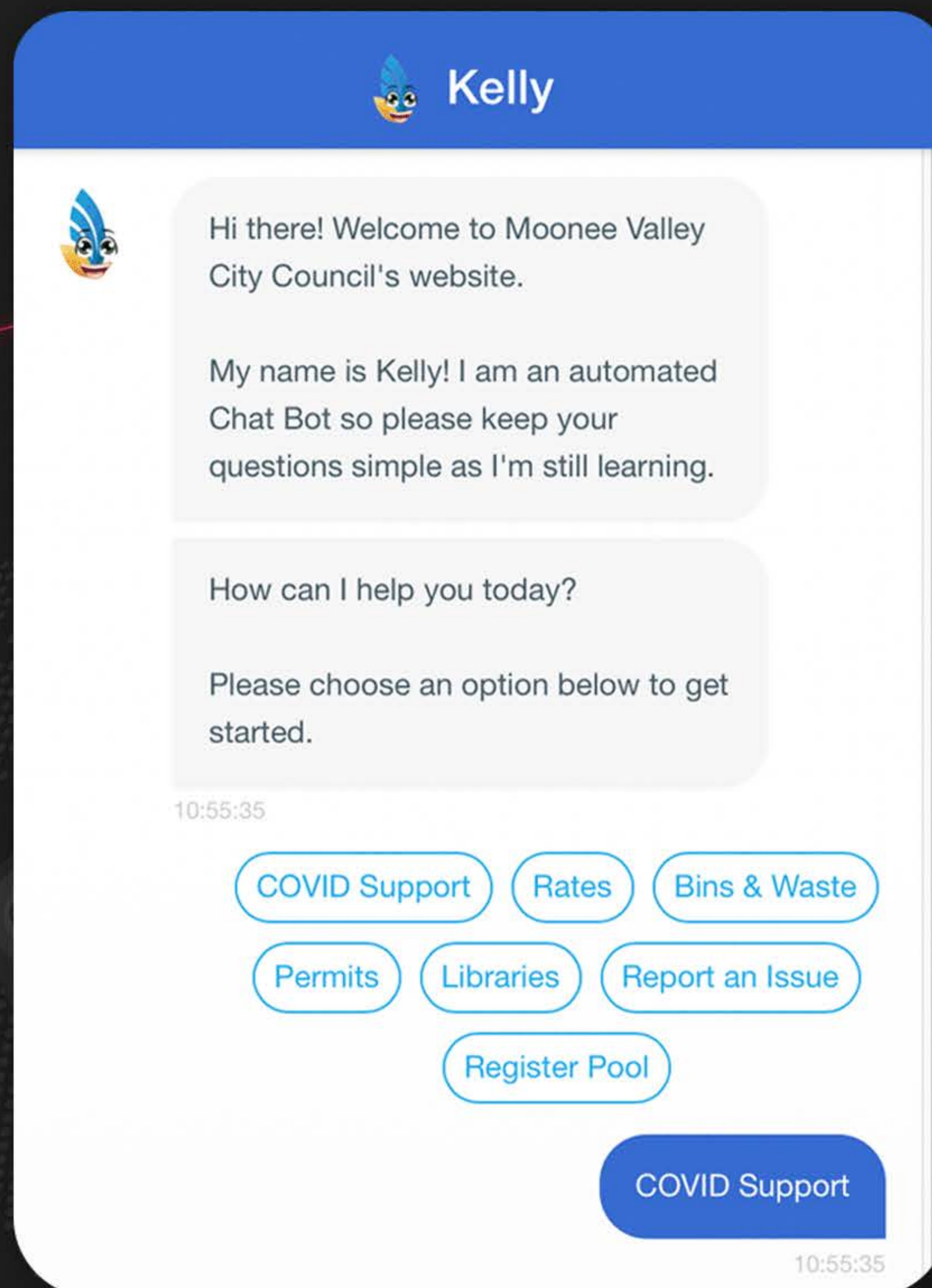
Their bot has had **45000** interactions so far and answered **81%** of inbound queries




The Moonee Valley City Council wanted another way to support citizens and answer their queries.




Their Engati bot helped them answer queries on a variety of topics, ranging from COVID-19 support to events and workshops.



Singapore's Jurong-Clementi City Council required an additional channel for citizens & residents to ask about available facilities.

 Ask Joelle (Beta)

 Hello! I am Joelle, your Virtual Assistant.
I will try my best to assist you.

11:00:46


[S&CC](#) [Bulky Item Removal Request](#)

[Who is my MP?](#) [What is my Division?](#)

[Facilities Booking](#) [Feedback](#)

[What is my Division?](#)

11:00:46

 May I have your postal code please?

11:01:08

Their bot simplified the booking of facilities and the payment of taxes.

