

Municipality and local authority

The contact centre gets the same questions every day: opening hours, rates, waste collection, schools, payments. In busy seasons the queue grows, and evenings and weekends have no cover at all. Some residents do not read Hebrew well enough to manage on the website.

The challenge:

Service in a demanding digital era

1

The centre closes. Residents do not

Enquiries arrive in the evening, at weekends and on holidays. Anyone who got no reply calls again in the morning - the load simply moves to the next day.

2

The same five questions, every day

Opening hours, rates, waste collection, licensing, schools. An experienced officer answers them dozens of times a day instead of the work that needs them.

3

The website displays information, it does not answer

It is all there, but you have to know how to phrase it and where to look. Those who do not, call. Those who do not read Hebrew at that level do not try at all.

- Answers on WhatsApp, Telegram and the website - including when the centre is closed
- Answers in Hebrew, Arabic, Russian, English and Spanish, in wording the authority approved
- Points to the right form, page or department instead of giving a generic reply
- Says it does not have an answer when the case needs judgement, and points to the route you set

Hebrew

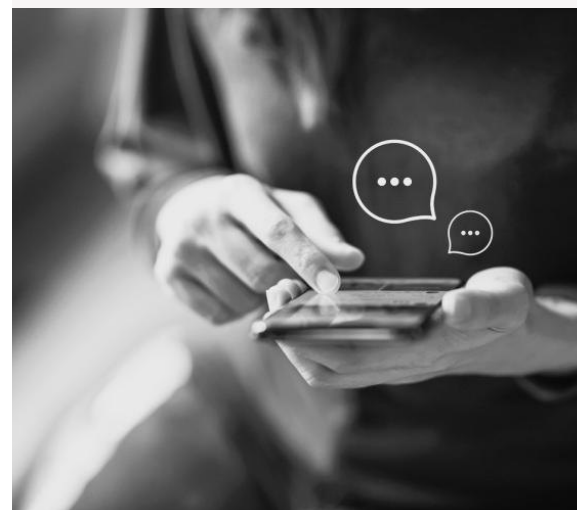
Arabic

Russian

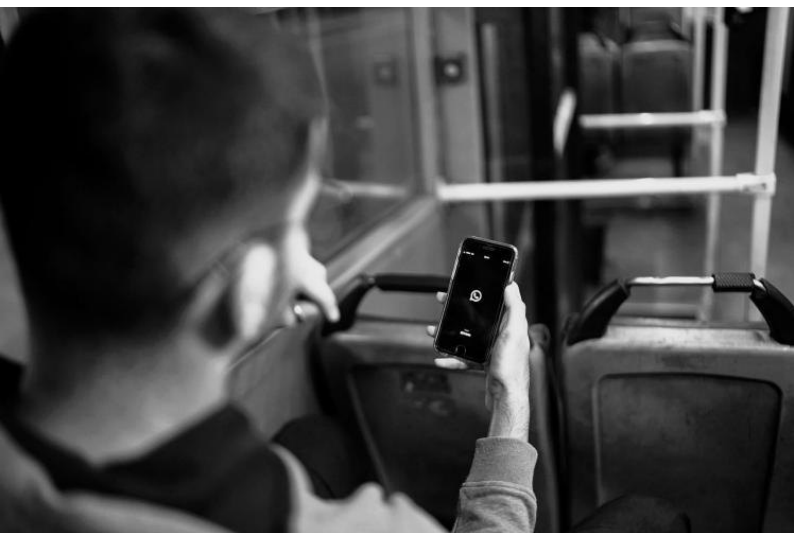
English

Spanish

French



Strategic advantages for your organisation

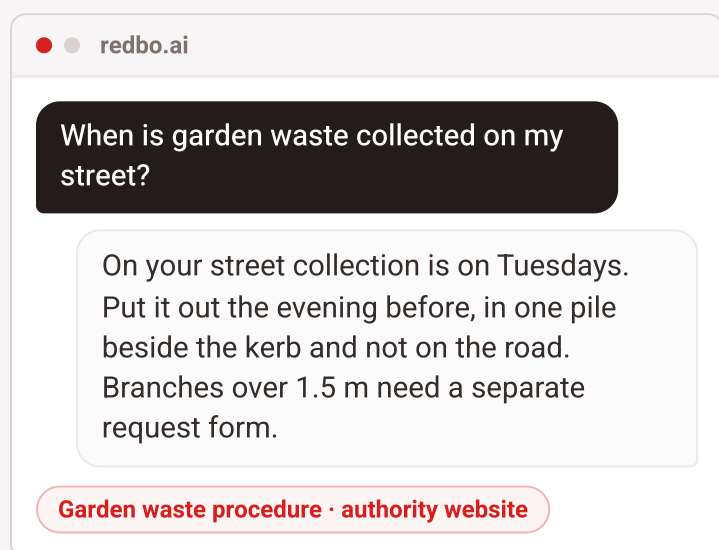


A better service experience

An answer at any hour strengthens availability and trust. Someone who asks in the evening gets an answer, not a closed-office notice.

Operational efficiency and less load

Cutting repeat enquiries frees the team for matters that need judgement. Same headcount, less time on the same questions.



An illustration. Not a customer screenshot, not an organisation name, not a real figure.

Analysis and deeper insight

Reports on frequent questions and emerging trends - input for decisions and budgets, not message counts.

Gaps in your own content, surfaced

Every unanswered question is a measurable hole in your site, raised as a task list rather than learned from a complaint.

Why Redbo

A product that already runs, not a project

The system is live with customers today. No weeks of scoping, no bespoke development, and no need to connect to your back-office systems.

An approved answer beats every historical document

A public authority duplicates facts by design: a former treasurer appears in dozens of minutes that cannot legally be removed, the new one in two. A general chatbot decides by document majority and states the old name with confidence. Here, the answer you approved wins.

We do not publish customer names without their written consent, and we do not publish numbers we have not measured. We are glad to show you a live system instead.

Every answer carries its source

The agent answers only from content you approved, and shows what it answered from. The model never sees the open internet.

Adoption, not only technology

A system nobody uses is a cost. Over twenty years of putting tools and processes into organisations - and it is included in the licence.

Redbo builds organisational AI agents that answer only from sources you approved - on your website, portal, WhatsApp and Telegram, and inside a closed internal environment. With measurement, oversight, and full customer control over content, languages, design and permissions.

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