



Water and infrastructure utility

Most contacts are billing, meter readings, leaks and faults. When there is an incident in an area, the centre is flooded with the same question hundreds of times within an hour.

The challenge:

Service in a demanding digital era

1

Load during a local incident

When there is a fault in an area, the centre gets the same question hundreds of times within an hour and blocks.

2

Recurring billing questions

Bills, meter readings, leak credits - the same enquiries, repeatedly, and only in working hours.

3

Faults outside working hours

A leak does not wait for morning. With no cover, the caller does not know what to do or who is responsible.

- Answers billing and process questions at any hour
- Explains what to do in a fault and who to contact
- Lets you send a proactive message to an affected area

Hebrew

Arabic

Russian

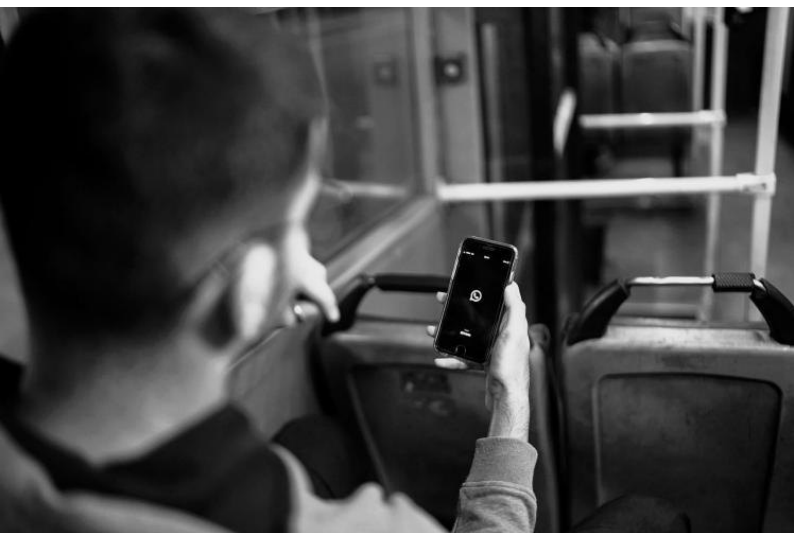
English

Spanish

French



Strategic advantages for your organisation

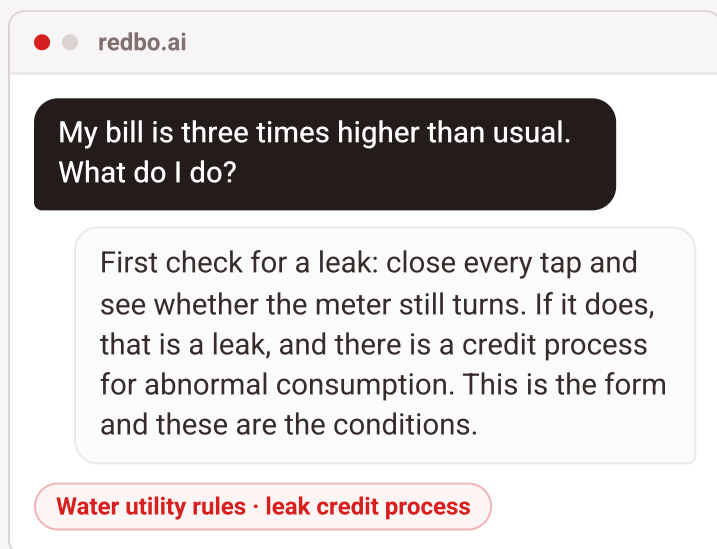


A better service experience

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An approved answer beats every historical document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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