

Cognitive Services Customer Success Story



Ask Ally



Welcome to the Corona City Services Bot.

The City of Corona, CA needed a simple-to-use communication tool for their growing population. Corona has seen 18% population growth, with a budget that that did not grow at the same pace. As most with municipalities, it is critical to manage their budget to the best use of public funds. Ally the AI Chatbot was the perfect solution to answer questions 24/7!

- Microsoft introduced AboutXtreme and two other partners to help the city of Corona solve their communication needs
- AboutXtreme was selected because of our integrated approach to leveraging cutting-edge IT with business process and marketing communication savvy
- The City of Corona previously had another partner create a chatbot solution. That chatbot was quickly removed from their website due to its ineffective use of AI technology which resulted in poor user communication
- AboutXtreme worked with Corona to develop conversation flows and leverage Microsoft's Cognitive Services to successfully communicate requested information to residents
- Corona is also leveraging AboutXtreme's AI Chatbot Training program that monitors user interactions to continuously grow the chatbot's intelligence

Win Results

Improved Resident Communication

Ally provides residents with important information from Corona's content-rich website, as well as other key sources. She uses Microsoft's Bot Framework and Cognitive Services including multi-lingual and text-to-speech and speech-to-text capabilities. In addition, Ally never sleeps! She is able understand and answer resident requests 24/7.

Effective Use of Resources

A knowledgeable AI resource frees administrative staff from time-consuming repetitive queries. Outsourcing AI Chatbot Training ensures ongoing learning and better results for residents without requiring specialized internal Cognitive Services resources.

Continuous Improvement

Analyzing resident interactions with the chatbot and the responses that are provided, allows AboutXtreme to identify what is important to their residents. We work with Corona to improve their knowledge base and create new chatbot capabilities. Ally is always getting smarter!