



CITIBOT

PROPOSAL

Westlake, FL

July 1, 2026



Jim Allen, Regional Sales Director
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The Citibot Communication Platform provides AI-powered chat solutions that enable residents and local governments to communicate efficiently and effectively. Through multichannel technology, Citibot automates customer service, streamlines resident interactions, and strengthens trust between the City of Westlake and its community.

As one of Florida's fastest-growing municipalities, Westlake continues to welcome new residents and expand city services. This rapid growth creates an increasing need for accessible, responsive, and scalable communication tools that can support residents around the clock. **Citibot delivers 24/7/365 engagement across multiple channels**, ensuring residents can access information, report issues, and connect with their local government whenever and however they choose.

CITIBOT COMMUNICATION PLATFORM



- **Interactive Web Chat:** A fully integrated web assistant on the Westlake website offers conversational customer service, allowing residents to submit requests, ask questions, access information, and send messages to staff 24/7.
- **Multilingual:** A seamless and reliable language translation capability with support of 75 different languages.
- **Voice Chat:** Residents call the city and interact with a voice virtual assistant powered by the same automated chatbot as above.
- **Refresh:** Citibot Refresh is an AI-powered platform designed to help local governments keep their websites accurate, accessible, and up to date. Citibot Refresh scans every page of a website to identify issues such as outdated content, duplicate information, broken links, accessibility gaps, and inconsistent tone. It then provides clear recommendations so teams can quickly resolve issues and maintain a trustworthy, resident-focused digital experience.



Tabitha Clark
Senior Communications Manager

Citibot's diverse range of products has truly **transformed our approach to citizen engagement and customer service**. Our residents enjoy seamless connectivity with the city around the clock. It's an **unparalleled solution** that has elevated our service to new heights.

IMPLEMENTATION

- **Citibot Implementation:** Citibot to provide and activate Citibot platform, install Citibot initial products of **Web Chat, Voice, Multilingual and Refresh** via the cloud, set up the cloud storage, build the Q/A models, and facilitate training with Westlake staff.
- **Analytics:** Citibot to set up a Citibot Analytic Dashboard for Westlake to use as a real-time decision-making tool. As questions come in and issues are reported, Citibot analytics store the information, aggregate the information, and display the data in a user-friendly format. The data is stored in a secured cloud storage system indefinitely or as per state Freedom of Information Act Requirements mandate.
- **Marketing:** Onboarding packet includes Web Chat icon design, graphic design and copy for social campaign outreach for initial launch. Press release for client to distribute announcing partnership and new service for residents. Continued digital marketing support post-launch, including social media content and design
- **Ongoing:** Includes post-installation maintenance, hosting, support, integration management and software as a service (SaaS) management



Jay Warren

Director of
Communications &
Legislative Affairs



Not only is the technology improving our city overall, but working with Citibot is truly a partnership. They stepped up before we ever asked them to help us through difficult times. Citibot truly cares about us.



Erica Hayes

NOLA-311 Operations



Citibot worked hand in hand every step of the way during the implementation of our chatbot Jazz. Their ongoing dedication to our community continues year after year, ensuring Jazz remains a vital and effective part of our communications.

Cost Breakdown Phase 1



LAUNCH/YEAR 1

Implementation Fees	\$2,500
Annual Subscription Web Chat Multilingual	\$6,000
Voice 5,000 minutes	\$3,500
Refresh	\$6,000
Year 1 Total:	\$18,000

YEAR 2

Annual Subscription Web Chat, Multilingual, Voice 5,000 minutes, Refresh	\$16,275
Year 2 Total:	\$16,275

YEAR 3

Annual Subscription Web Chat, Multilingual, Voice 5,000 minutes, Refresh	\$17,089
Year 3 Total:	\$17,089



Connect Opelika
saved the City of
Opelika \$90,000 in
2 years.



Access Aurora
saved the City of
Aurora \$229,860 in
2 years.



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88% of all inbound
communications.



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