

AWAITS · CITY AI

# CITY AI

THE AI PLATFORM THAT PUTS YOUR COMMUNITY’S BEST FOOT FORWARD — *AND SURFACES THE ISSUES THAT NEED YOUR ATTENTION.*

**City AI** is a ready-to-deploy, AI-powered information platform built for cities, counties, chambers of commerce, and tourism offices. It gives every resident and visitor a 24/7 conversational assistant that answers questions from locally managed content — while capturing every question it can't answer, giving leadership a live view of community information gaps and emerging concerns.

- IN PRODUCTION
- EMBEDDABLE WIDGET FOR YOUR EXISTING SITE
- ISOLATED PORTAL PER ORGANIZATION

## COMMUNITY PROMOTION

- AI CHAT ASSISTANT**  
 A branded conversational guide answers questions about local businesses, events, attractions, and services — 24/7, from content you control. Instant, accurate answers without navigating your website or calling an office.
- BUSINESS & ORGANIZATION DIRECTORY**  
 Full-featured directory with categories, contact info, social links, photos, and featured placement. The AI draws on directory data directly, so business questions are answered from the source.
- COMMUNITY EVENTS CALENDAR**  
 Post events with location, organizer, images, and categories. Upcoming events surface automatically, and the AI references the calendar when answering event questions.
- SPONSOR & PARTNER PLATFORM**  
 Tiered sponsorships with five named placement slots — including a contextual AI chat slot that surfaces a sponsor card when a visitor's question matches the sponsor's keywords.
- CURATED KNOWLEDGE BASE**  
 Staff-managed content covering history, landmarks, services, and procedures. Entries become AI-searchable the instant they are saved — no technical steps, no delays.

## COMMUNITY INTELLIGENCE

- CONFIDENCE-SCORED RESPONSES**  
 Every AI response receives a confidence score based on how well your curated knowledge supports the answer. Responses containing deflection language are automatically scored low — no question slips through unnoticed.
- ESCALATION & GAP QUEUE**  
 Questions the AI can't answer confidently are captured in a live escalation queue. Recurring topics reveal exactly what residents are asking but not finding — a real-time signal for content or policy action.
- RESOLUTION TRACKING**  
 Staff can view escalated questions, assign them, resolve them with notes, and track closure. Resolution rate and 24-hour response metrics provide accountability across the team.
- ENGAGEMENT ANALYTICS**  
 Sponsor impressions are tracked on every page load; click-throughs are logged through a built-in redirect. Understand which businesses and content drive the most public interest — no third-party tools required.
- COMPLIANCE MODE**  
 For regulated deployments such as banks or government agencies, compliance mode enforces a human handoff when AI confidence falls below your threshold, with every escalation logged for audit reporting.

<b>24/7</b> RESIDENT & VISITOR AI ASSISTANCE	<b>5</b> SPONSOR PLACEMENT SLOTS PER TENANT	<b>100%</b> LOCAL KNOWLEDGE, NOT THE OPEN INTERNET	<b>NO LIMIT</b> ORGANIZATIONS ON ONE DEPLOYMENT	<b>0</b> CODE REQUIRED FOR DAILY MANAGEMENT
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HOW CITY AI WORKS

<p><b>1</b></p> <p><b>VISITOR ASKS</b></p> <p>Via the branded chat widget on your site – no app to install, nothing to learn.</p>	<p><b>2</b></p> <p><b>KNOWLEDGE MATCHED</b></p> <p>The question is semantically matched against your curated local knowledge base.</p>	<p><b>3</b></p> <p><b>AI COMPOSES ANSWER</b></p> <p>The assistant generates a response from your local content only – never the open internet.</p>	<p><b>4</b></p> <p><b>CONFIDENCE SCORED</b></p> <p>Every answer is scored; low-confidence responses are automatically escalated.</p>	<p><b>5</b></p> <p><b>STAFF REVIEWS GAPS</b></p> <p>Admins close the loop; the knowledge base gets stronger with every question.</p>
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BUILT FOR EVERY CIVIC ORGANIZATION

<p><b>CITIES &amp; COUNTIES</b></p> <p>Answer resident questions about permits, services, parks, events, and local businesses. Surface recurring public concerns before they reach the council floor.</p>	<p><b>CHAMBERS OF COMMERCE</b></p> <p>Showcase member businesses with rich listings and drive sponsorship revenue with tiered partner placements. Identify what prospective members are searching for.</p>	<p><b>TOURISM &amp; VISITORS BUREAUS</b></p> <p>Give every visitor a knowledgeable local guide on their phone. Track what visitors ask about to inform future marketing and promotion strategies.</p>
<p><b>SCHOOLS &amp; UNIVERSITIES</b></p> <p>Deploy a student-oriented guide for academics, clubs, schedules, and events. Parents and prospects get accurate answers without calling the main office.</p>	<p><b>FINANCIAL INSTITUTIONS</b></p> <p>AI customer service grounded in your actual policies. Compliance mode enforces human handoff on low-confidence responses, with full escalation audit trails.</p>	<p><b>MULTI-ORG DEPLOYMENTS</b></p> <p>One City AI instance serves any number of organizations simultaneously. Each tenant has its own subdomain, branding, and fully isolated data.</p>

PLATFORM AT A GLANCE

<p>✔ <b>Grounded answers</b> – responses come from your curated local knowledge, never the open internet.</p>	<p>✔ <b>Embeddable widget</b> – the assistant drops into the website you already have.</p>
<p>✔ <b>Multi-tenant</b> – one deployment serves unlimited organizations simultaneously.</p>	<p>✔ <b>Isolated per tenant</b> – your own subdomain (yourcity.awaits.info), your branding, your data.</p>
<p>✔ <b>Browser-based admin</b> – no technical staff required for daily operation.</p>	<p>✔ <b>Configurable controls</b> – confidence thresholds, compliance mode, and full CSV export per tenant.</p>
<p>✔ <b>Sponsor tools built in</b> – date-range activation, impression tracking, and click-through logging.</p>	<p>✔ <b>Fully managed</b> – a standard, maintainable stack we deploy and operate for you.</p>

READY TO PUT YOUR COMMUNITY ON THE MAP?

City AI deploys in days. Bring your domain, branding, and content – we handle the rest.

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