

COMPANY NAME	HIDRAQUA
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CHALLENGE SHEET

CHALLENGE CODE	14.1 HIDRAQUA	TITLE	Conversational AI applied to customer service
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DESCRIPTION	HOW COULD WE
Use the new possibilities of AI to facilitate the tasks of recognition and validation of documents in digital communication channels and thus improve the service to citizens of the municipal service management of the integral water cycle.	Reduce the administrative workload related to the documentation provided by customers through the web (or other digital media), especially in the contracting or change of ownership of water supplies. - Validate documents: identification documents (ID card, VAT number,...); document proving use of the dwelling/premises (deed, rental contract); bank account certificate. In addition, it should be possible to extract key data from these documents (e.g. name of the document number) in order to check their consistency. - Scaling to different municipalities, i.e., different types of documentation according to the type of management included in the regulations/ordinances that regulate the provision of the full water cycle service.

SELECTION CRITERIA	TARGET INDICATORS	REQUIREMENTS
- Feasibility: - Versatility: Ability to extrapolate in an agile way to a multitude of municipalities with different regulations. - Ability to serve in different languages.	- CAPEX: Required investment (€) - OPEX: System maintenance (€) - Conversational success rate (% of questions adequately answered) - No. of languages supported: (No. >= 2; CAS/VAL).	- Language: Spanish / Valencian - Geographical location where the technology should work: Valencian Community (with the possibility of extrapolating to Spain and LATAM). - Regulatory: Avoid any kind of potential conflict with the RGPD.

CHALLENGE TYPOLOGY	Process	✓ Technology	Business	Product
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KEYWORDS	Artificial Intelligence, ChatGPT, ChatBot
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