



chIPA: DIGITAL COMMUNICATION REVOLUTION

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Institute of Public Administration (IPA), Bulgaria

10th CAF Users' Event under the Polish Presidency of the Council of the EU

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IPA is a leading training institution focused on innovation and digitalization in public administration



One of the first Bulgarian institutions which implement an **AI chatbot** in public administration

CHALLENGES:

High volume of phone calls and emails regarding frequently asked questions (FAQs).

Time-consuming communication.

PROJECT GOALS:

Improve communication through the chatbot

Reduce administrative burden by automating processes

Support IPA's digital transformation efforts





IMPLEMENTATION PHASES (1):

NEEDS ASSESSMENT:

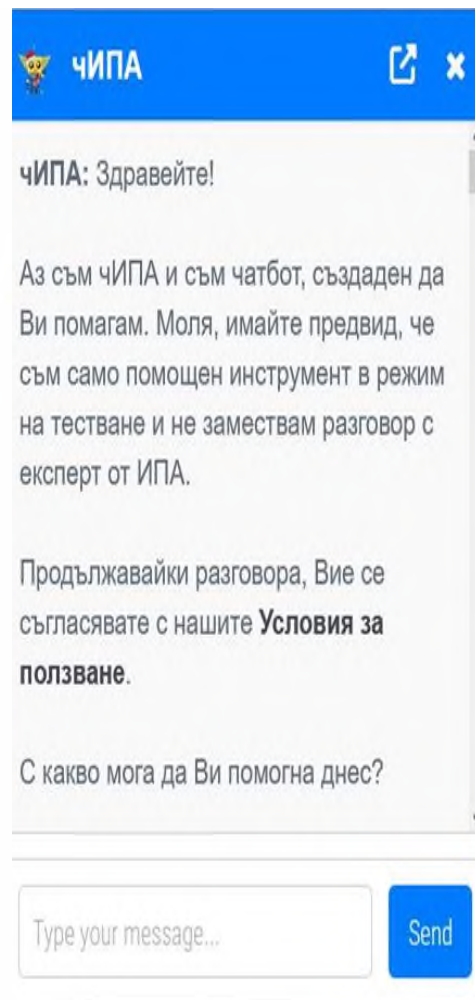
Focus groups with internal and external users, identifying main communication issues.



IMPLEMENTATION PHASES (2):

Design and Development:
Gathering requirements and
creating the prototype.

Pilot Testing: Initial testing with
a selected group of users and
gathering feedback.



IMPLEMENTATION PHASES (3):
Implementation:
Launching the chatbot after internal testing and adjustments.

IMPLEMENTATION PHASES (4):
Continuous Monitoring and Improvements:
Regular updates and enhancements post-launch.



IMPROVED COMMUNICATION

Faster response times with 24/7 support.

Increased user satisfaction.

Decrease in phone calls and email queries regarding FAQs.



IMPROVED DIGITAL COMPETENCES:
Part of the effort to enhance employees' digital skills within IPA.

SUPPORT FOR DIGITAL TRANSFORMATION:
Easier access to information and automation of administrative tasks.

MEASURING SUCCESS:

Reduction in phone and email queries.

Increased user engagement.

Improved efficiency in handling administrative tasks by IPA's staff.



LESSONS LEARNED AND KEY RECOMMENDATIONS (1)



Lesson 1: INVOLVE STAKEHOLDERS EARLY AND CONTINUOUSLY

Involving employees and external users in the design and testing phases for effective results.

LESSONS LEARNED AND KEY RECOMMENDATION (2)



Lesson 2: START SMALL WITH PILOT TESTING AND EVOLVE

The importance of pilot testing to identify and resolve issues before full implementation.

LESSONS LEARNED AND KEY RECOMMENDATIONS (3)



Lesson 3: CONTINUOUS IMPROVEMENT AND ADAPTATION

Need of regular updates and feedback collection (at least once a month) to keep the chatbot relevant and efficient.

CONTACT DETAILS

„STRENGTHENING GOOD GOVERNANCE“



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