

Chatbot-as-a-Service for Digital Government

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Digital Policy Office



Set up of Digital Policy Office

Advance Development of Digital Government

Digital Policy Office



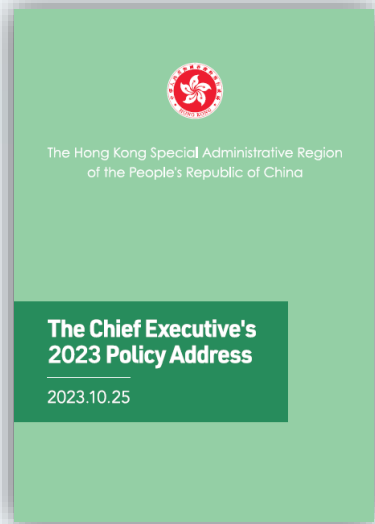
Office of the Government Chief Information Officer
The Government of the Hong Kong Special Administrative Region
of the People's Republic of China



Led by the Commissioner for Digital Policy, to formulate policies on -

- digital government;
- data governance; and
- information technology

Promote **data-driven**, **people-centric**, and **outcome-based** digital policies within the Government and across sectors



Chatbot-as-a-Service Facilitates Chatbot Development within the Government



Cost Efficiency



Security



Faster Development



Scalability



Standardisation and Interoperability

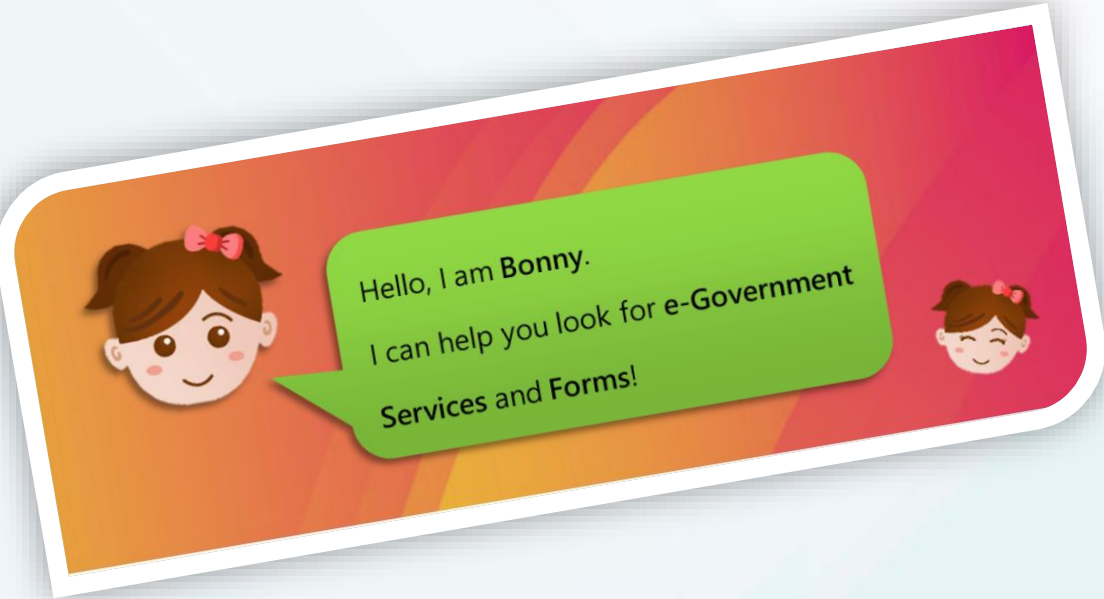


Chatbot-as-a-Service

Generative AI Technology

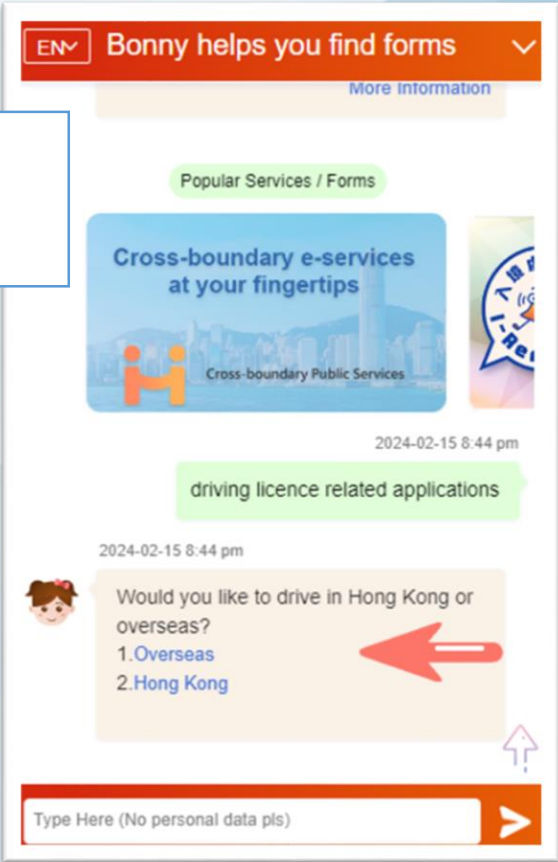
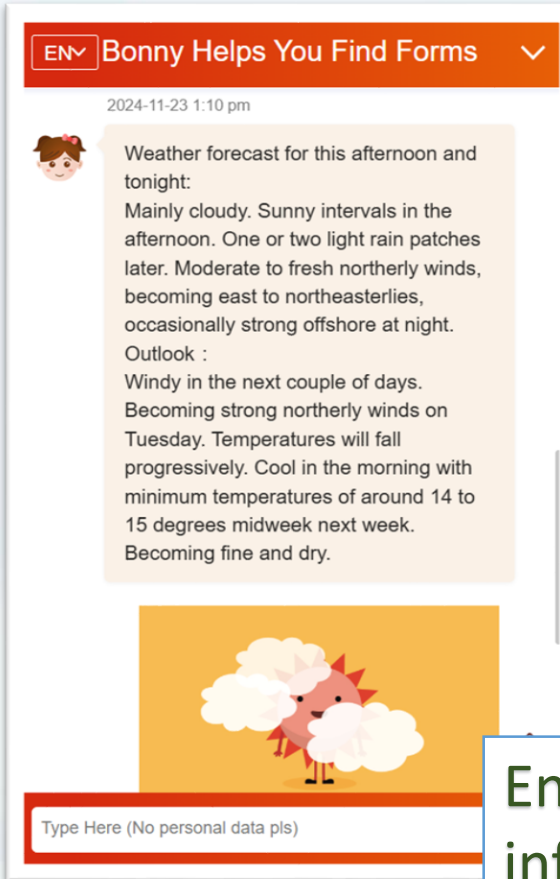


GovHK Chatbot Bonny



Easy-to-access to recent and popular Government Services

Find Government Services via interactive dialogues



Enquire local weather information



More Chatbots on Chatbot-as-a-Service



GeoFun assists in answering public questions related to Common Spatial Data Infrastructure, spatial data and Geospatial Lab.



Genie assists in answering frequently asked questions related to dog licences.



Single Window-bot assists in answering frequently asked questions related to “Trade Single Window”.



Big Waster Chatbot assists in answering public enquiries on the content of “Carbon Neutrality and Sustainable Development” website.

Interaction between Chatbots



Interaction between Chatbots



The illustration depicts a user interface for a chatbot. On the left, a female user avatar asks, "How's the weather today?". A response bubble from the chatbot says, "You seem to be asking about weather-related question. Let me help you ask Dr. Tin...". Below this is a weather forecast card for "31 Jan(Wednesday)" showing a temperature range of "18°C-22°C", a humidity range of "75%-95%", and "east force 3 to 4." The card also features a sun and cloud icon. At the bottom left, a male chatbot avatar (Dr. Tin) is shown pointing towards the forecast. To his right, a speech bubble contains the text: "Weather forecast for this afternoon and tonight: Mainly cloudy, Bright periods in the afternoon. Moderate easterly winds." The background is light blue with decorative clouds and a sun icon in the top right corner.

How's the weather today?

You seem to be asking about weather-related question. Let me help you ask Dr. Tin...

31 Jan(Wednesday)
18°C-22°C
75%-95%
east force 3 to 4.

How's the weather today?

Weather forecast for this afternoon and tonight:
Mainly cloudy, Bright periods in the afternoon.
Moderate easterly winds.

Bonny helps you find Dr. Tin to ask about local weather information

Generative AI for Developing Chatbot Knowledge



Documents /
webpages

Admin provide
reference
documents or
URLs



Generative AI
Function

AI generates the
Q&As based on
the provided
documents/URLs



Chatbot
admin

Admin review
and apply to
Chatbot
knowledge base



English (EN)
Traditional Chinese (TC)
Simplified Chinese (SC)



Generative AI for Developing Chatbot Knowledge

AI generates Q&As on Driving Licence

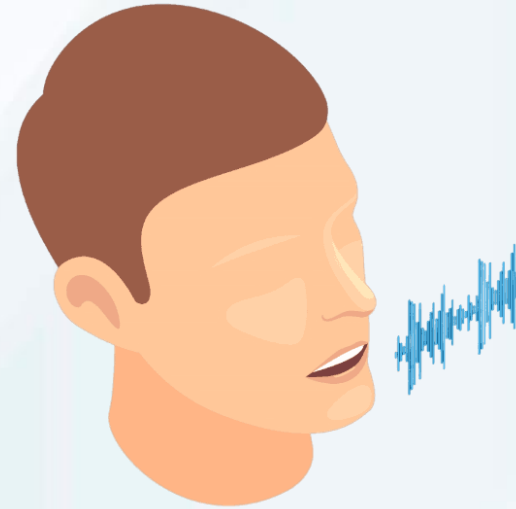
#	Generated Question	Generated Answer
1	How to Apply for Driving Licences?	To apply for driving licences, you must, first of all, complete the relevant application forms...
	怎樣申領駕駛執照?	如欲申領駕駛執照，請先填妥適當的牌照服務申請表格...
2	Can I apply for driving licence by post?	...After you have completed and originally signed the application form, return it, together with the relevant supporting documents and the appropriate fee, by post...
	我要怎樣才可以經郵遞申領車輛牌照?	...在您完成並親自簽署申請表後，請將其連同相關的支持文件和適當的費用通過郵寄方式寄回...
...

AI assists in building
chatbot knowledge
base



Exploring using **Generative AI + Retrieval-Augmented Generation (RAG)** to answer public inquiries

Smart Speaker for Geospatial Lab Chatbot

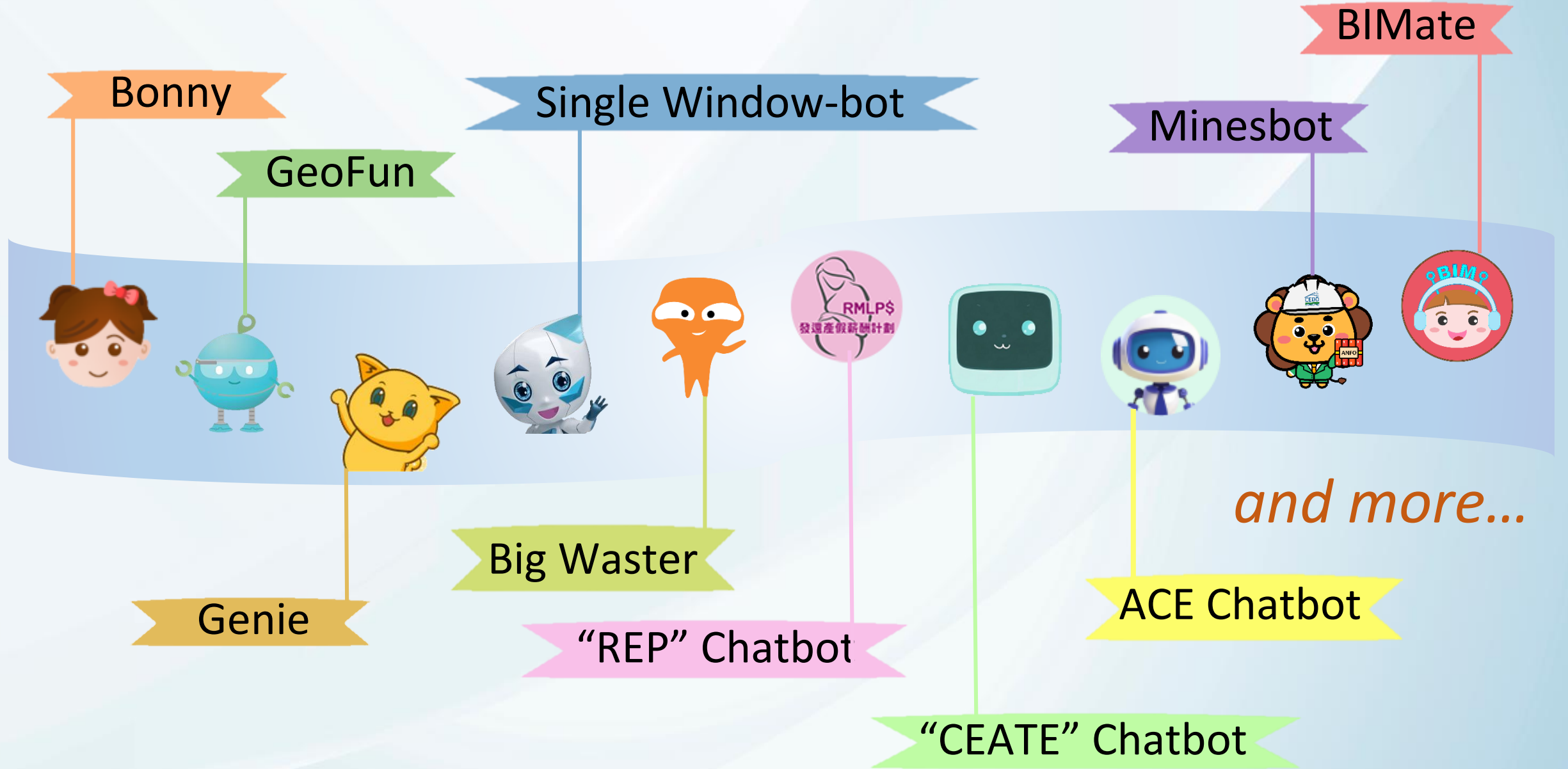


What is Smart City?

A Smart City is a city that uses technology and data to improve the quality of life for its citizens and enhance sustainability...



Chatbot-as-a-Service Supporting



Facilitating Cross-boundary Data Flow within the Greater Bay Area

The “Standard Contract for Cross-Boundary Flow of Personal Information within the Guangdong-Hong Kong-Macao Greater Bay Area (Mainland, Hong Kong)” (“The GBA Standard Contract”)



- The Innovation, Technology and Industry Bureau and the Cyberspace Administration of China jointly announced on 13 December 2023 the “GBA Standard Contract” facilitation measure, with the aim to promote the safe and orderly cross-boundary flow of personal information within the GBA.
- Adopted on a voluntary basis, the GBA Standard Contract is a pre-designed contract template. Individuals and organisations of both Hong Kong and the nine Mainland cities in the GBA (namely, Guangzhou, Shenzhen, Zhuhai, Foshan, Huizhou, Dongguan, Zhongshan, Jiangmen and Zhaoqing) may enter into a GBA Standard Contract.
- The Chief Executive's 2024 Policy Address announced the extension of the facilitation measure on the GBA Standard Contract to all sectors, promoting more cross-boundary services to benefit the public and businesses while facilitating data flow throughout the Greater Bay Area. Digital Policy Office has extended the measure to all sectors on 1 November, 2024.



Thank you