



Digital Citizen Communication 24/7

Reduced department workloads

Automated responses to recurring enquiries without ongoing maintenance to focus on business work

Improved citizen service

Answers available 24/7 in more than 100 languages

Futureproof Google AI solution

Updated website content and usage-based billingManagement (SAM) projects

Client

Waldshut District Administration

Industry

Public sector

Platform

Google Cloud

Services

Google AI-powered, multilingual chatbot for citizen communication

The District of Waldshut sees itself as a modern, service-oriented public authority. With a clear focus on providing citizens with low-barrier, up-to-date, and accessible information, the administration set out to enhance its digital services. Its goal was to establish a central information website hub, available around the clock and accessible to people with diverse linguistic backgrounds.

The challenge



It was important for us to find a solution that noticeably relieves our day-to-day administrative work without creating additional complexity.



Michael Kohler, Digital Transformation Management Unit, Waldshut District Administration

High inquiry volumes and limited resources in daily administration

With limited resources, the Landratsamt Waldshut has faced growing expectations from citizens for fast, reliable, and easy-to-understand information at any time. Every day, the authority receives a large number of inquiries on a wide range of topics via email and telephone that strain capacity across many departments.

Although much of the information requested is already available on the website, it often requires an active search. This results in repeat inquiries, increased manual effort, the risk of inconsistent information, and restricted citizen services to office hours.

The authority looked for a solution to significantly simplify information access while improving citizen services and relieving internal departments. All of this had to be achieved without additional maintenance effort and without the need to create or continuously update traditional FAQ catalogues.



The solution

Google AI-powered citizen communication directly from the website

Working with SoftwareOne, the Waldshut District Administration opted for an AI-based, multilingual chatbot integrated with its existing website that automatically answers citizen inquiries. The solution doesn't require manual maintenance of question-and-answer catalogues and uses only the content already published on the authority's website.

Technically, the chatbot uses a web-based interface developed by SoftwareOne that integrates seamlessly into the existing website design and color scheme. Integration is handled via a lightweight JavaScript that can be implemented with minimal technical effort.

In the background, Google Cloud technology is at the core of the solution, using the AI Search Application in Google Cloud Vertex AI to continuously crawl the website's content. A daily automated website crawl ensures that all information remains up to date and that changes, additions, or deletions are automatically reflected.

The website content is processed in so-called data stores and made searchable via Gemini as a large language model. This enables the chatbot to understand questions in more than 100 languages and generate appropriate answers—regardless of how the content is structured on the website. No manual modelling or maintenance of knowledge bases is required.

Special attention was paid to security and operations:

The use of reCAPTCHA ensures that the chatbot is only accessed by real users. Billing is usage-based following a pay-as-you-go model, avoiding high fixed costs and allowing ongoing expenses to scale flexibly with actual usage.

The outcome

More service for citizens; tangible relief for departments

Since going live, the AI-powered chatbot has been supporting Waldshut District Administration's digital citizen communication in daily operations. Citizens can access answers to website-based information around the clock, independent of office hours or weekends.

The chatbot greatly expands the district's response capabilities by delivering answers in more than one hundred languages while significantly improving access to administrative information. Many recurring enquiries are handled automatically with minimal effort. This frees up valuable time in the departments to focus on more complex individual cases.



The chatbot is a real benefit in our day-to-day operations. It improves accessibility for citizens while creating additional capacity within our departments to focus more closely on individual concerns.



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