



Chatbot module

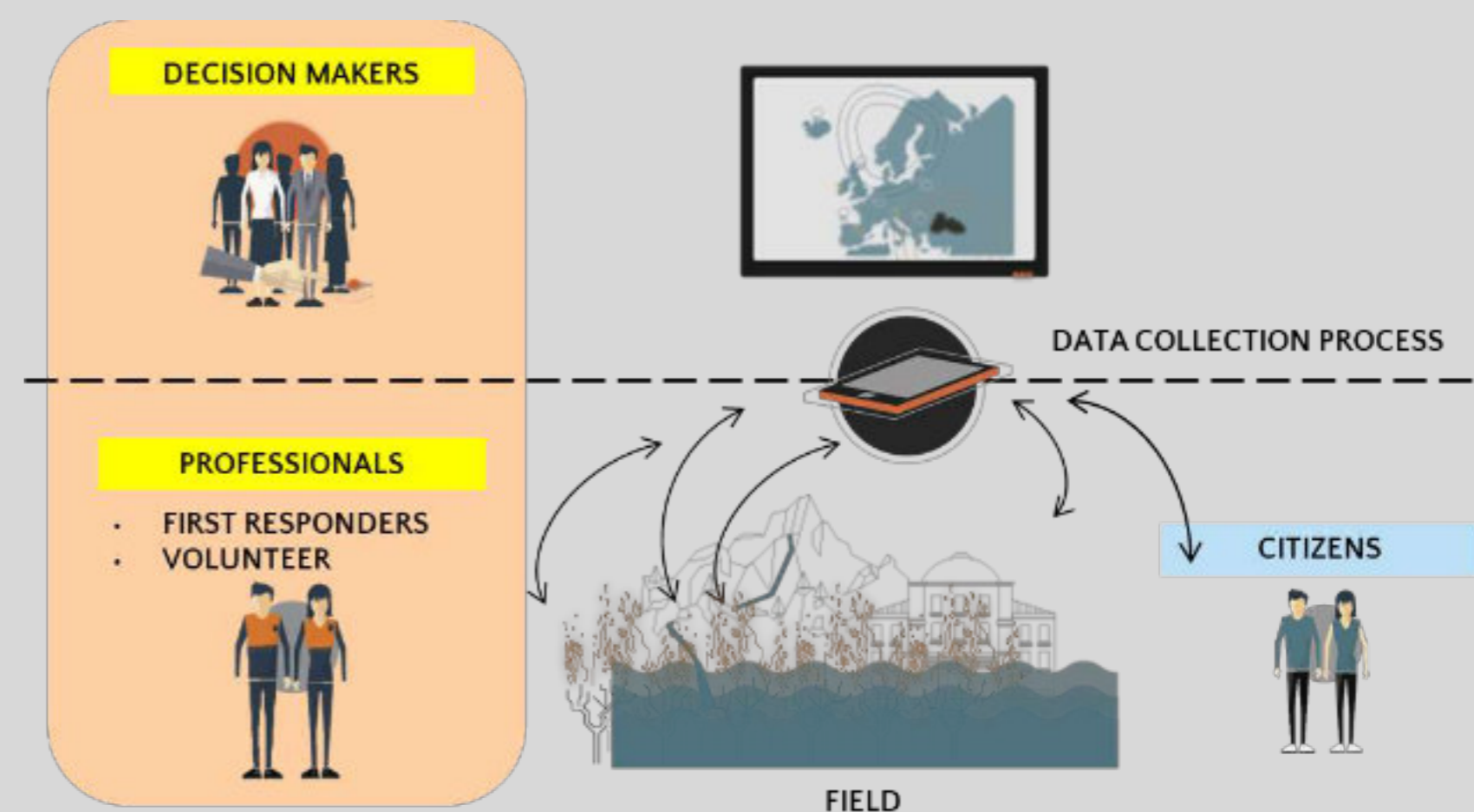


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SHELTER aims at increasing resilience, reducing vulnerability, and promoting a better and safer reconstruction in historic areas. To improve monitoring, (trained) citizens, volunteers, and professionals can collaborate by using the Chatbot, which allows for collecting structured data from historic areas. Such crowdsourced data collection allows decision-makers to better monitor the conservation status of historic areas, and promptly react to emergencies caused by natural hazards.

How

SHELTER Chatbot allows end users (i.e., citizens or professional users) to exchange information with a centralized control room. All users can send multimedia reports (text, images/videos, and other types of details), receive communications from control rooms and read reports from other users in the same area. Professionals are also able to update operational status and position and manage missions. Awareness contents and a gamified experience are available for citizens



Tool

The Chatbot leverages cloud computing architectures and can be used from an already existing app used by billion citizens worldwide, that is Telegram. The Chatbot can share data through secured web-based (HTTPS) REST APIs as well as with the SHELTER Message Broken. The tool has been integrated with the Data-Driven Platform that has been developed in WP5, where the Data Resilience Dashboard will implement the User Interface to access all SHELTER tools

Why

The Chatbot provides means to crowdsource data collection activities, promote citizens' awareness, and to better manage in-field personnel. Therefore, allows decision-makers at Control Rooms to better monitor the in-field situation, to better react in case of an emergency event, and to better plan prevention & recovery actions.

Try it now

Test the SHELTER Chatbot on your device now:

1. Download Telegram
2. Scan the QR code
3. Start the conversation with the bot

