

PRESS RELEASE

SMART PUBLIC ADMINISTRATION INTRODUCING THE VIRTUAL HELPDESK FOR ITALIAN CITY COUNCILS

*Developed by Exprivia and QuestIT, the virtual system will enable Town and City Councils to reorganise their work by managing citizens' services remotely.
Bari the first City Council in Italy to use the application.*

16 February 2021 – A virtual helpdesk to reduce gatherings and the risk of contagion in the Covid age in Italian City Halls and to improve the services offered by the Public Administration, thanks to artificial intelligence. The solution conceived by **Exprivia** and **QuestIT** revolutionises the management of administration procedures, guaranteeing better cyber security and more efficient organisation of the work of PA operators.

With new IT technologies and the arrival of **artificial intelligence**, the Public Administration has reorganised its work in favour of dialogue with its citizens, even digitally. Like in the case of Bari City Council, the first council in Italy to adopt the virtual solution for booking a videocall appointment with the Public Relations Office, long queues at the desk can be eliminated and a number of operations carried out at the same time, even remotely.

Thanks to this new application, internet can be used to manage **council services bookings** remotely, through voice calls and video calls (Voip), virtual assistants or through the pages of the City Council website. What's more, the '**virtual queue**' is automated, with a mechanism capable of differentiating between services already booked and requests that instead arrive in real time. The virtual information desk also enables citizens to exchange documents online with council workers using an audio/video system. The service will soon be available using a special app for Android and iOS devices.

*"The virtual helpdesk – stated **Felice Vitulano**, head of Innovation at Exprivia – means the health of both council staff and citizens can be protected, and the management of administration procedures can be improved. The new solution available to the PA is an important step forward in the digital transformation of the country in terms of the dematerialisation of processes, speeding up operations and reducing distances with major attention paid to safety".*

Citizens can use the virtual helpdesk service by way of a special page on the City Council website, where they can make an appointment themselves or with an operator and, again on the website, take part in a booked appointment.

*"Technology that brings the PA to the homes of its citizens - commented **Ernesto Di Iorio**, Chief Executive Officer of Questit - at a time when, due to the pandemic, we are forced to socially distance. The virtual helpdesk, complete with artificial intelligence, is an innovation destined to change the relationship with citizens for ever, making public services available anytime and anywhere."*

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The virtual helpdesk of **Bari City Council** has been up and running for a few days now and all citizens can interact with the system from their smartphone, tablet or computer, from home or from any other place with an internet connection. To make an appointment, they just have to go to the City council website and select the office, the desired service, and the available date and time. Once their personal details have been entered and the appointment confirmed, citizens will receive an email with the appointment and instructions on how to start the videocall on the chosen date.

Today, the system can assist city council workers in the Environment, Health and Hygiene department, in the Urban planning and Private Construction department, and in the Public Relations Office.

*"This innovative solution – stated **Giancarlo Partipilo**, Head of Personnel at Bari City Council - has been developed as an epidemiological risk prevention tool to deal with the current health emergency, but the goal of the local administration is to make it into an ordinary way to interact with citizens and to achieve higher standards of quality and punctuality in providing city council services".*



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QuestIT

QuestIT is a highly specialized Italian company in the development of proprietary artificial intelligence technologies. We create innovative solutions as support to businesses with personalized Virtual Assistants that can be considered true employees, bespoke to companies in various sectors.

Our mission is to introduce innovation into business environments and flank these companies in their process of digital transformation, which has the aim of improving internal and external practices, giving value to company data and perfecting company processes with conversational interfaces designed to be easily accessible to everyone 24/7.

<https://www.quest-it.com/>

Exprivia

Exprivia is the parent company of an international group specialized in Information and Communication Technology able to direct drivers of change in the business of its customers thanks to digital technologies.

With a consolidated know-how and a long experience due to the constant presence on the market, the group has a team of experts specializing in various fields of technology and in the main areas within this sector, from the Capital Market, Credit & Risk Management to IT Governance, from BPO to IT Security, from Big Data to Cloud, from IoT to Mobile, from networking to enterprise collaboration to SAP. The group supports its clients in the Banking & Finance, Telco & Media, Energy & Utilities, Aerospace & Defense, Manufacturing & Distribution, Healthcare and Public-Sector sectors. The group offering is made up of solutions that are composed of third-party products, engineering services and consultancy.

Following the acquisition of 81% of Italtel's share capital, an historic Italian company that today operates in the ICT market with a strong focus on the Telco & Media, Enterprises and Public-Sector markets, today the group has about 3,600 professionals distributed in over 20 countries worldwide.

Exprivia S.p.A. is listed on Borsa Italiana Stock Exchange to the MTA market (XPR).

Exprivia is subject to the direction and coordination of Abaco Innovazione S.p.A.

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