

PRESS RELEASE

THE PA IN THE TIME OF CORONAVIRUS: HERE'S 'RITA', THE ONLINE VIRTUAL ASSISTANT WHO ANSWERS YOUR QUESTIONS ABOUT THE #IORESTOACASA (I'M STAYING HOME) DECREE

Developed by Exprivia and QuestIT, it is available free of charge to public bodies that request it to deal with the coronavirus emergency

19 March 2020 –More up-to-date and informed citizens with 'Rita', the **virtual assistant** developed to answer frequent questions about the #IoRestoACasa decree. It is an initiative by the Puglia-based **Exprivia** with the technological support of **QuestIT**, the Siena-based company that developed the Artificial Intelligence system, which can analyse user queries and through voice interactions answer **in real time** all questions about permitted and forbidden activities, travel restrictions, self-declaration forms and any other matter contained in the decree.

The virtual assistant Rita, thus named in honour of Rita Levi Montalcini, can be activated free of charge by the public bodies who request it and will be operative for the entire duration of the coronavirus emergency, providing information about the guidelines contained in the Italian Prime Minister's Decree of 11 March 2020, updatable also in accordance with the various orders in force in each municipality.

Rita is a chatbot with an intelligent self-learning system which, based on its conversations and interactions with humans, can quickly and accurately provide the most relevant answer to the question posed, improve its knowledge base, and ask the user to be more precise in formulating the question with automatic suggestions in the chat.

Rita is **active 24/7** and can be accessed from a computer, tablet, smartphone or any other mobile device with an internet connection.

The municipal authorities of Bari, Taranto, Vibo Valentia, Molfetta, Mola di Bari, Gioia del Colle and Cellamare have already requested the service and it is already activated on some council websites. To request the activation of 'Rita' please send an email to Bot_Rita@Exprivia.com.

"With the Rita virtual support system we want to make a concrete contribution to dealing with the national emergency, together with the recently released "IoRestoACasa" self-diagnosis App, by offering Municipalities a new tool free of charge for informing and reassuring their citizens." stated Dante Altomare, vice President of Exprivia and head of the PA sector. *"Thanks to the chatbot created with QuestIT, our Siena-based subsidiary operating in the Artificial Intelligence field, we can reinforce and effectively convey the message contained in the #IoRestoACasa Ministerial Decree".*

"After Caterina for the Municipal authority in Siena, with the Rita virtual support service we wanted to make a real contribution to enable citizens to be better informed and more up-to-date, in a difficult time like this." commented Ernesto Di Iorio, CEO of QuestIT. *"The goal is also to provide support to public bodies with advanced technologies that improve the quality of the information and of the service, thanks to an intelligent system, available to citizens 24/7 and accessible from all devices and all places."*



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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 4,000 professionals distributed in over 20 countries worldwide.

Exprivia S.p.A. is listed on Borsa Italiana Stock Exchange since 2000 to the STAR MTA (XPR).

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

www.exprivia.it/en

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/>

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