



Success Story

Road Traffic and Navigation Office of the canton of Bern



State-of-the-art GenAI technology

Intelligent algorithms ensure a natural communication experience.



Extensive knowledge database

The chatbot draws its knowledge from approx. 220 websites and speaks German and French.



Expert service around the clock

Users can access immediate professional support, regardless of time and place.



Kanton Bern
Canton de Berne

Despite providing extensive information and e-services on its website, the Road Traffic and Navigation Office (RTNO) of the canton of Bern faced the challenge that members of the public found it difficult to navigate. This resulted in approximately 50,000 contacts by email or contact form each year, even though many of the issues could have been resolved independently online.

Bern's Road Traffic and Navigation Office revolutionizes its service to the public with an intelligent chatbot

To address this problem, the Road Traffic and Navigation Office, in collaboration with Swisscom, has introduced a GenAI chatbot from product provider Enterprise Bot. The chatbot significantly improves user navigation by enabling direct and intuitive communication in natural language. It helps to answer user questions immediately, thus reducing the need for manual interventions by the customer service team.

The GenAI chatbot's 24/7 availability not only enhances accessibility to information but also helps the Road Traffic and Navigation Office employees to focus on more complex inquiries and handle them promptly. The implementation of this project represents another step in the digital transformation of the canton of Bern's Road Traffic and Navigation Office.