

AI-powered Voice and Chatbots for Public Administration:

Data privacy, hosting,
and added value with botario by NFON

Why AI matters for municipalities and public services

In a digital-first world, municipalities face the challenge of handling citizen inquiries efficiently while maintaining high-quality service delivery. AI-powered voice and chatbots offer a modern solution — enabling fast, reliable communication without losing the personal, service-oriented touch.

NFON AG, a leading provider of cloud-based communication solutions since 2007, acquired botario in August 2024. Now a wholly owned subsidiary, botario is one of the top providers of communication automation in the DACH region and has been delivering AI-driven solutions since 2019. Our expertise and experience stand for innovation, quality, and long-term reliability.

To meet the strict requirements of public sector data protection, botario offers customized, GDPR-compliant solutions. This document outlines how municipalities can benefit from botario's powerful automation platform.



Secure, Scalable, and Future-Proof

- **GDPR-compliant communication**
Full data protection according to European standards — with transparent data flows and clearly defined responsibilities.

- **Hosting in Germany**

High data security and maximum legal certainty through certified data centers.

- **On-premise option available**

For particularly sensitive environments, municipalities can host the entire solution on their own infrastructure — ensuring full control over all data.



Flexible Platform Integration

botario offers a high degree of flexibility for integration into public sector environments:

User-friendly drag-and-drop configuration

Adjust communication flows quickly and easily — even without technical expertise.

Seamless integration into IT systems

Open REST/SOAP interfaces allow smooth connectivity to existing municipal systems.

Crisis-ready scalability

Especially during high-demand scenarios (e.g., pandemic-related surges), chat and voicebots can be quickly expanded and adjusted to balance workload and maintain service continuity.

Benefits for Citizens and Public Administration

1. For Citizens

- **24/7 service access** — inquiries can be submitted anytime.
- **Faster response times** — automated answers reduce wait times.
- **Accessibility by design** — the botario ChatClient supports screen readers and keyboard-only navigation for barrier-free communication.

2. For Public Administration

- **Reduced manual workload** — repetitive requests are handled automatically.
- **Streamlined processes** — bots can forward inquiries directly to specialized departments.
- **Legal compliance** — bots can also handle internal requests like IT support tickets, employee FAQs, or sick leave notifications via voice or chat.
- **Legal compliance** — all interactions are documented and auditable in line with regulatory requirements.

With botario by NFON, municipalities gain a powerful tool for digital citizen service — scalable, efficient, and fully compliant with the demands of modern public administration.

Find out more about botario