

PRESS RELEASE

The City of Ogden Partners with Citibot to Launch Archie:

A 24/7 AI-Powered Customer Support Platform

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Ogden, UT – During the Mayor's State of the City Address on Wednesday evening, Ogden City Mayor Ben Nadolski announced the launch of the city's new custom web assistant, "Archie". Archie is a cutting-edge, AI-powered customer service solution developed in partnership with Citibot, a leader in interactive chat services for local governments.

Archie provides residents with seamless, round-the-clock access to city services via an easy-to-use web chat and text messaging platform. This new service helps residents quickly find information, submit service requests, and connect directly with city staff, simplifying the way they access city services.

Archie combines advanced generative AI and machine learning to handle a wide range of resident needs. With support for 75 languages, it is also a valuable tool in creating an inclusive and accessible community. Residents can access Archie's web chat from the City's website (www.ogdencity.gov) by clicking the chat icon in the bottom right corner of their screen. They'll be welcomed with a friendly message, ready to assist them in navigating city resources and submitting requests.

Residents who prefer texting can begin by sending "Hello" to (888) 232-2724, where Archie will respond with helpful guidance.

If further assistance is needed during the interaction, Archie can easily escalate requests to city staff for personalized support.

"This puts answers at the fingertips of our customers and elevates their experience when interacting with us through our website," explained Mayor Nadolski. He further detailed that the bot and connected 3-1-1 feature will allow the city to extrapolate data in order to support innovation and decision making. "This is an easy way to connect, and an easy way to be served."

Based in Charleston, SC, Citibot LLC was founded in 2016 with the mission of making government services accessible to all. Citibot CEO Bratton Riley was inspired by the power of conversational chatbots to help governments become more accessible and accountable. "Expectations for quality customer service are always rising," said Riley. "Cities and counties like Ogden are leading the way, implementing technology that enhances efficiency and improves access to essential information and services."

The City of Ogden is the first municipality in Utah to adopt Citibot's solution.