



**SAN JOAQUIN**  
— COUNTY —  
*Greatness grows here.*

**For Immediate Release**

July 1, 2020

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**San Joaquin County Announces Chatbot Feature “AskSJC”**

***Website feature added to help residents navigate County services during COVID-19 pandemic***

Stockton - San Joaquin County recently implemented a Chatbot feature on the San Joaquin County website (<https://www.sjgov.org>). This Chatbot (named “AskSJC”) is part of a smart county platform that provides a modular, open-source, cloud-based set of applications that improves the user experience throughout their digital interaction with the County.

AskSJC is an application that uses a conversational interface, simulating the way an individual would behave in a conversation. Each interaction with AskSJC will be used to teach and expand its capability to answer questions.

In our initial implementation of AskSJC we have added over 230 known facts about the County and it can respond to complete sentences or simple key word inquires. AskSJC can also suggest alternatives searches and provide helpful suggestions to users.

“During the Coronavirus pandemic, AskSJC was launched to help to provide citizens with quick access to information,” said San Joaquin County Information Systems Division Director, Chris Cruz. “If members of the public are looking for answers for questions and cannot reach County staff, AskSJC is a good alternative to help get a quick answer.”

To find the Chatbot feature, go the bottom right hand side of the San Joaquin County website and look for AskSJC.

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