

ABSTRACT

The advancement of digital technology has encouraged city governments to provide responsive and adaptive public services through digital s. One such initiative is the use of AI-based chatbots like Teh AI developed by Bandung Smart City, which aims to deliver public information interactively. However, the current implementation still faces limitations in responding to contextual and specific user inquiries. This final project aims to enhance Teh AI by improving its accuracy, communicative ability, and relevance to public information needs. The methodology involves analyzing unanswered questions, developing new and informative response scripts, validating the content with a mentor, and integrating the scripts into the existing chatbot system. The final outcome demonstrates improved chatbot performance in addressing previously unhandled queries and enhanced user experience. Additionally, an interactive video was produced to visualize the improved capabilities of Teh AI. This development is expected to strengthen Teh AI as a more effective interactive medium in supporting public service transparency and digital governance in Bandung City.

Keywords: Teh AI, chatbot, virtual assistant, smart city, interactive media, digital public service.