

Salt Lake County
2025 Pre-June Decision Package Summary
by Linked Form ID

Form ID: 35475

Name: AI Chatbot for Salt Lake County Websites

Request Description: This request was originally approved in 2024 from the Smart Government Fund. The funds were placed in the IT budget, but due to some issues with the original product chosen by the team, IT was not able to utilize the funds. We are requesting that they be re-budgeted to IT.

AI Chatbot Project: Salt Lake County (SLCo) websites cater to a demographically diverse audience offering a search function with text prediction and easy-to-navigate menus but lack the user enhancement that a chatbot feature can provide. Chatbots using current AI advancements can seamlessly handle natural language queries, providing relevant links and information to assist users effectively on a 24/7 basis, often resulting in reduced calls to County offices for questions of a general nature.

Budget Year

Fund / Org / SubDept / Project or Program / Account	Revenues	Expenses	Transfer In and OFS	Transfer Out and OFU	Balance Sheet	Net Change to Fund Balance	FTE
110 - General Fund							
60500000 _ Information Technology							
6050000410 - Solutions Admin							
-							
615016 - Computer Software Subscription	0	30,000	0	0	0	(30,000)	0.00
Total Information Technology	0	30,000	0	0	0	(30,000)	0.00
Total General Fund	0	30,000	0	0	0	(30,000)	0.00

Future Year Adjustments	Revenues	Expenses	Transfer In and OFS	Transfer Out and OFU	Balance Sheet	Net Change to Fund Balance	FTE
110 - General Fund							
60500000 _ Information Technology							
6050000410 - Solutions Admin							
-							
615016 - Computer Software Subscription	0	(30,000)	0	0	0	30,000	0.00
Total Information Technology	0	(30,000)	0	0	0	30,000	0.00
Total General Fund	0	(30,000)	0	0	0	30,000	0.00

Budget Year - Grand Total	0	30,000	0	0	0	(30,000)	0.00
Future Year Adjustments - Grand Total	0	(30,000)	0	0	0	30,000	0.00

Form ID Attachments

35475 35475 - 1.12.01PJ - AI Chatbot for Salt Lake County Websites_20250424T140443.pdf

Salt Lake County
2025 Pre-June Decision Package Summary
by Linked Form ID

35475 AI Chatbot for Salt Lake County Websites - Business Case_20250422T135451.docx