

CASE STUDY

infopulse



Waste Management Chatbot for Environmental Organization

Utilizing NLP technologies to foster recycling culture

Client: No Waste Ukraine

Industry: Nonprofit Organization

Location: Ukraine

Website: nowaste.com.ua

BUSINESS CHALLENGE

No Waste Ukraine, a social non-profit environmental organization, was in need of an automated assistant that would help people who were only beginning to sort rubbish. Due to the immature municipal recycling infrastructure, lack of recycling bins and stations in the city, as well as lack of effective sustainability programs and flawed state regulations, the ultimate task of fostering recycling culture in Kyiv city was already rather complicated. The digital assistant would reduce the amount of time and manual work spent by volunteers to answer questions via Telegram, and provide information on how to sort waste with decreased response time, improved agility and maintenance flexibility.

SOLUTION

In March 2019, No Waste Ukraine and Infopulse announced the launch of the Waste Management Chatbot, immediately available on Telegram. Aimed at providing counseling on garbage sorting, the AI-based chatbot project was developed by the students of NTUU KPI under the guidance of Infopulse experts:

- Built Q&A educational chatbot based on the Dialogflow development platform;
- A continuously growing database of classified waste categories, map of recycling stations and bins available near the user;
- Integrated prompts, recommendations, and a list of useful links on how to recycle waste and how to get to the nearest recycling station;
- Convenient topics search;
- Support for two languages (Ukrainian and Russian).

BUSINESS VALUE

User-friendly and easy-to-use, the chatbot helps its users learn the basics of waste management, get quick waste sorting advice, find the nearest waste disposal station and learn its working hours, etc.

- Created a single entry-point for all the questions and inquiries with helpful information on waste recycling;
- Decreased response time and automated routine service support;
- Allowed to allocate volunteers to other important recycling program initiatives;
- Nurturing a more sustainable community.

The waste sorting chatbot is available via [Telegram](#).

CUSTOMER QUOTE

"We are very happy about the chatbot and eagerly awaited its launch, since each day we have to deal with dozens of questions regarding waste sorting and environment management. We hope that this bot will make information more accessible and useful for people while simplifying our daily work."

Yeugeniya Aratovskaya, Head of No Waste Ukraine



ABOUT INFOPULSE

Infopulse, part of Nordic IT group EVRY A/S, is an international vendor of services in the areas of Software R&D, Application Management, Cloud & IT Operations, and Cybersecurity to SMEs and Fortune 100 companies across the globe. Founded in 1991, the company has a team of over 2,000 professionals and is represented in 10 countries across Western and Eastern Europe. Infopulse is trusted by many established brands, such as BICS, Bosch, British American Tobacco, Citrix, Credit Agricole, ING Bank, Gorenje, METRO Cash & Carry, Microsoft, Mondelēz, OTP Bank, Raiffeisen Bank Aval, SAP, UkrSibbank BNP Paribas Group, VEON, Vodafone, and others. For more information, please visit

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CONTACT US

📞 UA: +380 (44) 585-25-00 | DE: +49 (228) 902-59-37 ✉️ info@infopulse.com
USA: +1 (415) 830-60-87 | UK: +44 (7785) 264-957

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