

 	DESCRIPCIÓN BIBLIOGRÁFICA DEL TRABAJO FIN DE ESTUDIOS IKASKETEN AMAIERAKO LANARI BURUZKO BIBLIOGRAFIAREN DESKRIAPENA	PC 934 ANX1
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Campos OBLIGATORIOS / NAHITAEZ bete beharreko eremuak	
AÑO / URTEA (20xx): 2018	Trabajo Fin de Grado (TFG) / Gradu Amaierako Lana (GAL) <input checked="" type="checkbox"/> Trabajo Fin de Máster (TFM) / Master Amaierako Lana (MAL) <input type="checkbox"/>
Título del TFG/TFM / GAL/MALaren izenburua: [A friendly approach to Open Government: Chatbots]	
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Inglés Ingelesa	Abstract (Resumen de 100-250 palabras) / Abstract (Laburpena 100-250 hitzetan)
	<p>This end-of-degree project presents an idea to assist citizens in the use of Open Government online portals. These serve, among other functionalities, to do bureaucratic processes without needing to go to their offices. Most of the users do not know how to use these services or what they can do with them. It is in the interest of the government to make the inhabitants use these utilities in order to reduce bureaucracy.</p> <p>The suggested solution is the use of virtual assistants for the guidance of the users. These are called chatbots. You can communicate with them and they will facilitate you the desired function, either indicating you how to do it or fulfilling the task for you. Nowadays we have several services like the one proposed, for example Siri or Google Assistant, but these are focused on daily tasks. This project takes the technology of those assistants (Natural Language Processing) and uses them to accomplish government procedures.</p> <p>To determine if this solution is a proper one, the author will build and publish online a chatbot that performs simple actions. In order to know if the software developed is effective, the testers will receive a poll where they will evaluate the solution. Then, these results will be analysed and some conclusions will be developed.</p> <p>The conclusions will address if the project is useful and if it is a viable option to increase the use of these portals.</p>
	Materias o Palabras Clave (máximo 5) / Gaiak edo hitz gakoak (gehienez 5)
<ul style="list-style-type: none"> • Chatbots • Virtual Assistants • NLP – Natural Language Processing • Machine Learning • Open Government 	

Campos OPTATIVOS / AUKERAKO eremuak	
no 9	Abstract (Resumen de 100-250 palabras) / Abstract (Laburpena 100-250 hitzetan)

	Materias o Palabras Clave (máximo 5) / Gaiak edo hitz gakoak (gehienez 5)
Euskera Euskara	Abstract (Resumen de 100-250 palabras) // Abstract (Laburpena 100-250 hitzetan)
	Materias o Palabras Clave (máximo 5) / Gaiak edo hitz gakoak (gehienez 5)
Otro Idioma Beste hizk. bat	Abstract (Resumen de 100-250 palabras) // Abstract (Laburpena 100-250 hitzetan)
	Materias o Palabras Clave (máximo 5) / Gaiak edo hitz gakoak (gehienez 5)