

2016 - 2026
SMART CITY

GO
TIRANA

Creating a network of interactive information points in Tirana

about project

E14



Budget

Undefined



Municipal contribution

Project monitoring.



Municipal sectors/ directorates

The General Directorate of Communication and Public Relations.

PROJECT DESCRIPTION

Through this platform, visitors and tourists will be able to get different information about direction, touristic attractions in the surroundings, etc through the interactive information kiosks. This information will be provided through touch screen technology as well as the human virtual help desk and it will be part of the database dedicated to this project. Through the touch screen technology the visitors will be able to navigate and discover tourist attractions, services and any utility information in the Municipality of Tirana. The Human Virtual Help Desk will enable visitors and tourists to have live audio/video communication with the operators of the municipality. This platform will provide to visitors and tourists a more qualitative services by operating as a link between them and the information technology.

OVERALL OBJECTIVE

To enable the establishment of an information and communication platform available to visitors and tourists in order to enhance the service quality provided to them.

PROJECT IMPLEMENTATION MODALITY

Setting up an interactive communication platform available to visitors and tourists.

This platform will contain the following components:

- Information management platform (Content Management/Database)
- Human Help Desk communication platform (Video Call Center)
- Outdoor information kiosks network (Parks, squares, 5 items)
- Indoor information kiosks network (Hotels, museums, airport, 6 items)
- Indoor information kiosks network (Administrative Units, 24 items)

PRELIMINARY IMPACTS:

- ☞ The service quality for visitors and tourists increased
- ☞ Efficient promotion of tourist attractions and cultural values of Tirana
- ☞ The service businesses dedicated to visitors and tourists promoted

