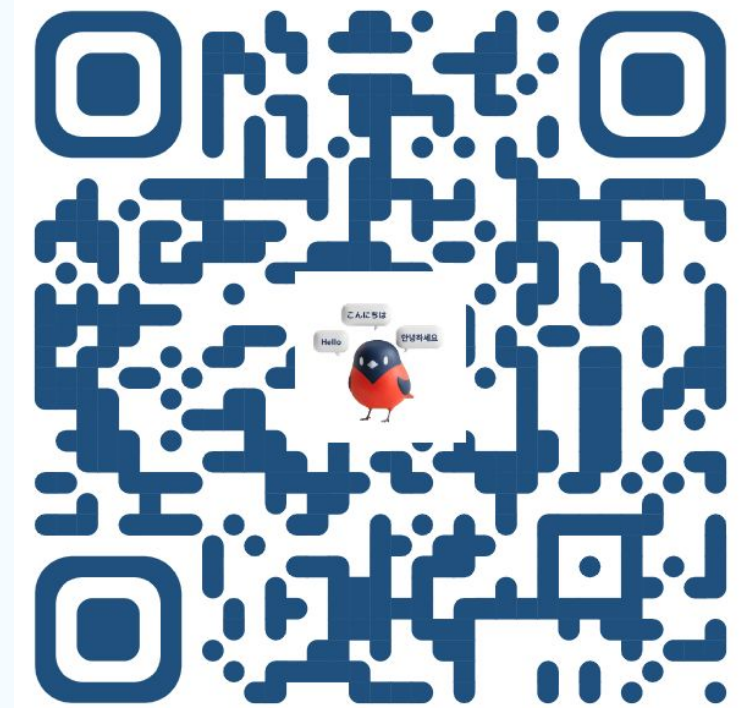




Hualien County Government

Hualien AI Agent: 24/7 Digital Travel Hub

Integrating Disaster and Traffic Alerts to Lead Resilient Recovery and Safe Travel



Technical Core: LangGraph × RAG × Function Calling



LangGraph Architecture

Integrates multiple Large Language Models (LLMs) for deep understanding of traveler needs.



RAG Technology

Retrieval-Augmented Generation ensures every response is grounded in verified, up-to-date local data — not hallucinated content.



Function Calling

proactively access cross-departmental APIs (e.g., Central Weather Administration, Ministry of Transportation and Communications).



Multilingual LBS

supports over 20 languages, offering comprehensive services

Service
Coverage

Online-Merge-Offline (OMO) – Entire County

13

Townships & Cities

200+

Cooperative shops

300K+

Estimated annual
service volume

Online, the system is embedded into the "Hualien Tourism Website"; offline, deploying exclusive QR Codes at train stations, airports, visitor centers, Travelers can scan and use the service instantly without downloading an App.

Deployed across all **13 townships** and **key transportation** hubs in the county, providing diverse tourism services.



Cross-domain governance

A comprehensive tourism ecosystem integrated with over 20 APIs.

Open API Resources

Real-time weather monitoring,
Disaster early warnings,
Dynamic traffic updates



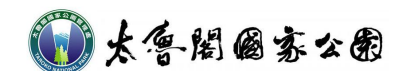
Third-Party Platforms

Google reviews & ratings,
OTA platform partnerships



Local Tourism

Attraction recommendations,
Popular activities & events,
Local news & announcements



Three-Way Benefits: Government · Travelers · Industry



Government

Smart Governance & Precise Decision-Making

AI automation provides 24/7 service, significantly reducing manpower costs for post-disaster inquiries. The backend "AI Traveler Insight Dashboard" analyzes traveler intent to assist the government in precision marketing and resource allocation.



Travelers

Information Integration & Peace of Mind

It resolves the pain point of fragmented post-disaster information by providing one-stop authoritative data, reducing travel anxiety and creating a safe travel experience.



Industry

Virtual-to-Physical Traffic & Business Recovery

Through AI-driven traffic and LBS recommendations, online traffic is guided to offline physical stores, increasing exposure and revenue for local businesses to accelerate tourism recovery.

Overcoming the "extreme fragmentation of information" post-disaster and the risk of AI producing "hallucinations," leading to erroneous safety information.

Data Integration

A unified API Gateway was established to integrate multiple heterogeneous data sources—including weather, traffic, and official information—achieving real-time connection of disaster prevention data.

Accuracy Control

Adhering to an "RAG-First" strategy, the AI is mandated to prioritize professionally maintained and verified local knowledge bases. Furthermore, Prompt Engineering is utilized to design multi-layered chains of thought, ensuring the absolute authority of scenic spot controls and safety information.

Localization Optimization

To bridge multilingual translation gaps, an exclusive Hualien vocabulary database (e.g., Indigenous culture) was established to ensure precise and warm communication.



花蓮旅遊AI小助理 24小時智慧客服



Innovation Highlights

Three Pillars of Innovation



Resilience Tech Model

The nation's first cross-departmental AI Agent providing dynamic safety guidance.



Localized Knowledge Service

Built a local RAG knowledge base to transform indigenous culture and hidden spots into trustworthy services.



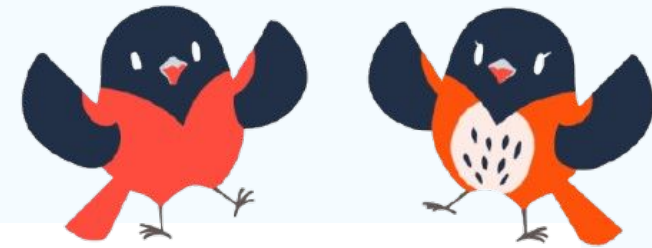
Data-Driven Governance

Upgrades AI customer service into a decision support tool, empowering city management with data insights.

Your AI Companion

Your Personal Hualien Tour Guide

Always Protecting. Always Guiding.



Proactive Safety Alerts



LBS Location Services



Personalized Itineraries



20+ Languages



Combining LBS and AI services, the system proactively recommends optimal travel suggestions based on your location, time, and current weather — realizing: "Technology with Impact, Service with Warmth"

Future Vision

Toward an Omnichannel Sustainable Smart Tourism Ecosystem



Sovereign AI

Promote local knowledge sharing.



Blockchain

Strengthen industry connections and evaluation systems.



AI Health Consultants

Aligning with Hualien's "Health and Wellness" positioning.



Omnichannel Expansion

LINE Bot, wearable devices, KIOSKs

こんにちは

Hello

안녕하세요



嗨！我是朱鸛啾啾

你的花蓮專屬導遊

為你解答花蓮的各種旅遊問題~

I'm JiuJiu, your Hualien tour guide.

Log in to start our chat

帳戶登入 | Login



Google



Email

Guest access