

How to Ask Rose Guide

Rose AI is a digital assistant created to help you find City information more easily.

What Rose AI can do:

- Answer questions using content available on the City of Pacifica's website
- Help you search for permits, regulations, department contact info, and more
- Communicate in more than 75 languages
- Respond via search bar, web chat, voice, or SMS

What Rose AI doesn't do:

- She's not a live person; she's an automated AI assistant
- She can't provide legal interpretations or personal opinions
- She can't provide answers beyond what is available on Pacifica's official website

Helpful Tips for Getting the Most out of Rose

Whether you're using **search**, sending a **text message**, **chatting on our website**, or calling Rose over the **phone**, here are a few tips to help you get what you need—quickly and easily.

Ask Clear, Specific Questions

You'll get the best results when you ask full questions, just like you would with a staff member. For example:

- "License" → "How do I renew my business license?"
 - "Permit" → "Do I need a permit to build a fence?"
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Use Full Sentences with Ample Context When You Can

Rose understands natural language best. Try:

- "Marriage Certificate" → "Where can I apply for a marriage certificate?"
 - "Inspection" → "What do I need to know about building inspections?"
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Not Sure What Something is Called? That's Okay!

Just focus on describing your issue or what you're trying to achieve, and Rose can help you the rest of the way!

- "I need to report loud construction outside my house at night" = "Noise complaint form"
- "I want to remove a tree from my front yard" = "Tree removal permit"

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One Question at a Time Works Best

With **Chat**, **SMS**, and **Voice**, Rose keeps track of the conversation, so you can always ask follow-ups or refer to earlier messages, rather than trying to fit everything into one message!

Didn't Get the Information You Were Looking For? Try Rephrasing

If something is not clear, reword your question or add more detail. You can also say:

- “Can you show me where to find that?”
 - “Who do I contact about this?”
 - “What are the operating hours of this department?”
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Want to Use a Different Language?

- With **Chat**, **SMS**, and **Search**, you can simply start typing in your preferred language.
 - With **Voice**, the AI may recognize your language, but the most reliable way is to request to speak in your preferred language is to request to do so in English:
 - “Can we speak Spanish?”
 - “Please continue in Spanish.”
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On the Phone? Speak Clearly and Naturally

When using the AI voice line, speak at a normal pace and volume. Don't worry if you need to repeat yourself—it's built to be patient and helpful.

A Smart Assistant—But Not a Human

Rose is here to help, but she doesn't know everything. If your question is complicated, personal, or you'd just rather talk to a person, Rose can always connect you with the right department!