

Designing effective Chatbot solutions for the public sector: A case study from Ukraine

Petriv, Yulia; Erlenheim, Regina; Tsap, Valentyna; Pappel, Ingrid; Draheim, Dirk Electronic Governance and Open Society: Challenges in Eurasia : 6th International Conference, EGOS 2019, St.Petersburg, Russia, November 13-14, 2019 : Proceedings 2020 / p. 320-335 https://doi.org/10.1007/978-3-030-39296-3_24 [Conference proceeding at Scopus](#) [Article at Scopus](#)

Stage models for moving from e-government to smart government

Lemke, Florian; **Taveter, Kuldar; Erlenheim, Regina; Pappel, Ingrid; Draheim, Dirk;** Janssen, Marijn Electronic Governance and Open Society: Challenges in Eurasia : 6th International Conference, EGOS 2019, St.Petersburg, Russia, November 13-14, 2019 : Proceedings 2020 / p. 152-164 https://doi.org/10.1007/978-3-030-39296-3_12 [Conference proceeding at Scopus](#) [Article at Scopus](#)