

**FOR IMMEDIATE RELEASE**

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**THE CITY OF WINDSOR HEIGHTS LAUNCHES  
INTERACTIVE TEXTING SERVICE TEXTWH**

*City's new customer service platform is accessible via text message 24/7*

**WINDSOR HEIGHTS, IA** - The City of Windsor Heights is excited to announce the launch of its new interactive texting service, TextWH. TextWH allows residents to text the City any time of day. It was launched in partnership with [Citibot](#), the leading provider of interactive chat solutions for local government.

Residents can text a question or concern to (855) 637-9442. If you're asking a question, you'll get a response with a link to the City's website with more information. If that doesn't answer the question, you'll then be able to send a message to City staff who will contact you during normal business hours (Monday - Thursday 8 am to 4:30 pm and Friday 8 am to 3 pm).

You can also report a concern by texting (855) 637-9442. You'll be able to send images as well. This is a quick and convenient way to let the City know about issues in our community.

This is for non-emergency issues. Please always call 911 in the event of an emergency.

The platform was developed with the latest AI-driven chatbot technology, allowing the City to automate and scale its customer service efforts to help with the day-to-day needs of both staff and residents.

With TextWH, residents can easily get answers to their questions and find information on various City services regarding business licenses, trash pickup times, permitting info and public meeting announcements, for example. Residents can quickly address issues by submitting service requests, including reporting potholes, broken street signs and missed trash pickups all by text message. When the City has resolved the request, TextWH follows up to let the person know their query has been resolved.

To start a conversation with TextWH, Windsor Heights residents can text the word "Hello" to (855) 637-9442 (WHIA). TextWH immediately responds with a short greeting explaining the ways residents can use the service.

**About Citibot:**

Citibot is a leading provider of interactive chat solutions for local governments to use for efficient and effective communication and civic change. Using smart text messaging and web chat technology, Citibot helps residents get answers to questions, make service requests, send personalized messages and receive notifications. For more information visit <http://citibot.io> or connect with Citibot on Twitter (@citibot\_io), Facebook (/citibotio) or Instagram (@citibot).

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