



Korean National Police Agency

Press Release

KNPA initiating the advanced intelligent chatbot (Polbot)

To improve convenience for people accessing the cybercrime report system

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SEOUL – The National Office of Investigation of the Korean National Police Agency (hereinafter NOI) announced the launching of Polbot, an knowledgeable chatbot designed to support the Electronic Cybercrime Report and Management system (hereinafter ECRM) of Korea and to improve the convenience of crime reporting through mobile devices by leveraging the latest technologies such as big data and artificial intelligence.

In 2021, police reports submitted by using the ECRM on mobile devices accounted for 41.4% of the total. Meanwhile, the small keypad of these devices increased the possibility of making typos and caused inconvenience in writing long sentences when compared to computers or laptops.

In addition, the ECRM enables users to create electronic statements by type of crime. However, there were cases of delayed responses for not being accustomed to selecting the proper form for such emerging crimes as romance scam, bodycam phishing, and messenger fraud.

The NOI developed the intelligent chatbot to deal with such errors. Unlike ordinary chatbots, with which the user starts a session by asking a question, Polbot asks the user about the case just as an investigator would commence an inquiry of a victim.

A well tailored statement is automatically created as Polbot and the user interact through questions and answers. After being refined into a learnable pattern, 100,000 police reports received through the ECRM were stored as big data and were processed through artificial intelligence learning so that the chatbot could produce a statement suitable for the contents of the case at issue.

Standardized answers can also be filled in by touching the button and long sentences could be submitted by simply speaking to the chatbot through the installation of a voice recognition system. Such functions lighten the burden of the users to type any statements and support the completion of a police report in the most concise and prompt way.

The NOI plans to collect and reflect user's opinions on Polbot's service. Furthermore, they are going to continue to enhance convenience for users by improving its learning ability and diversify statements based on different types of crime.

Senior Superintendent Lee Byeong Gui, Director of the Cyber Investigation Division within the KNPA, reiterated that “Polbot is a new type of chatbot that can actively receive police reports. In the future, the NOI will continue to advance the system through newly collected data so that we can provide preemptive and customized services to the public as one of the platforms of the Digital Government of Korea. ”

Contact : Director of Cyber Investigation, Lee Byeong Gui
(kpeace@police.go.kr)

