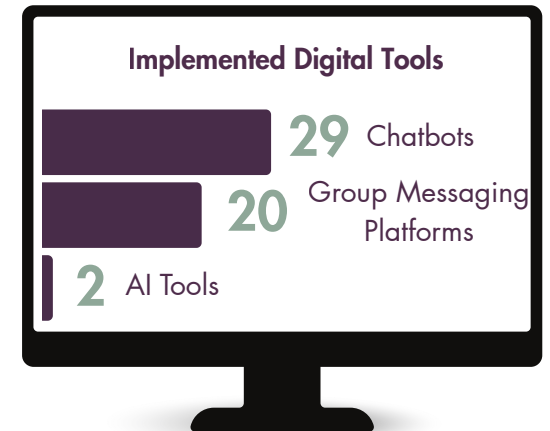
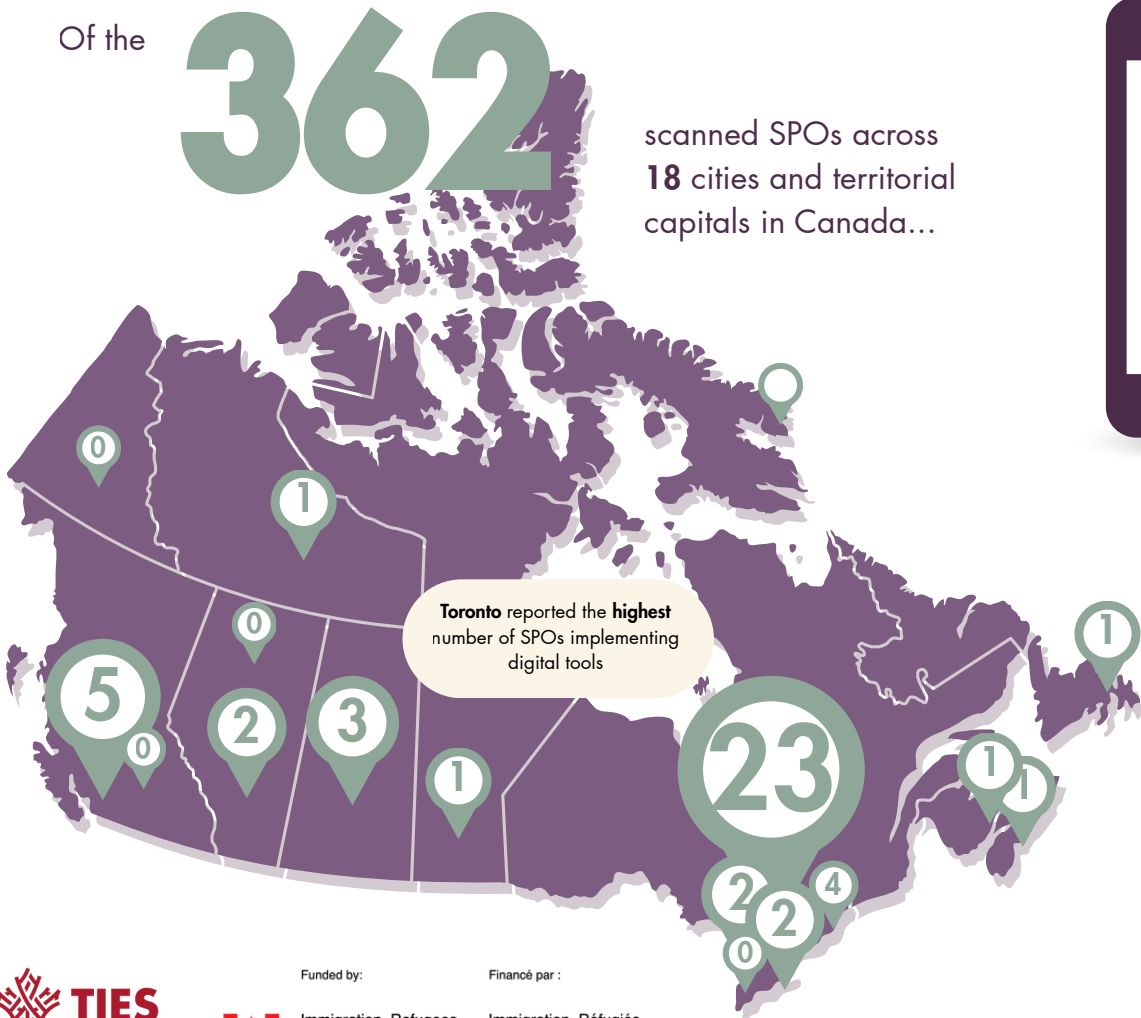


# SettleSMART: Supporting Messaging and Assistance Resource Technology

A web-based environmental scan identified Canadian Service Provider Organizations (SPOs) currently using or piloting digital tools – artificial intelligence tools, chatbots, and group messaging platforms – to help newcomers access timely and reliable settlement information. This study focused on Census Metropolitan Areas (CMAs) and other key urban centres in Canada.

Of the **362** scanned SPOs across **18** cities and territorial capitals in Canada...



Of the 29 chatbots deployed

**22** are human-operated live chats

**5** are AI-enhanced systems

Of the 20 group messaging platforms...

