

Frida — NAV Norway's AI chatbot for welfare and employment service inquiries

AI in the Public Sector · Good practice · Noruega

Puntuación de calidad: 67/100

Solidez de la evidencia: Descriptive / self-reported

Resumen

NAV's AI chatbot Frida handles welfare and employment inquiries 24/7. During the 2020 pandemic surge (250% demand increase), Frida answered 270,000+ inquiries in weeks, resolving 80% without human escalation — equivalent to the capacity of 220 full-time agents.

Dimensiones clave

Dimensión	Puntuación
Evidence of impact / measured public value	2/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	2/3

Evaluable por C-NAPSE

Fuentes de datos

C-NAPSE web research — consultado el 2026-06-20

Norwegian Labour and Welfare Administration (NAV) — consultado el 2026-06-20

boost.ai — NAV COVID-19 case study — consultado el 2026-06-20

Tandfonline — Developing human/AI interactions: lessons from the Norwegian government (2022) — consultado el 2026-06-20

UiA — AURA: Improving chatbot handovers at NAV (2022) — consultado el 2026-06-20

Citar — Evidoria. Frida — NAV Norway's AI chatbot for welfare and employment service inquiries. ID persistente: 6a1aa83e-a823-4e05-9019-7b92ba75c31d.