

ASAN Service's AI-Assisted 108 Call Centre — Azerbaijan's Plan to Automate a Third of Citizen Enquiries

AI in the Public Sector · Good practice · Azerbaijan

Quality score: 33/100

Evidence strength: Descriptive / self-reported

Summary

Azerbaijan's ASAN Service is fitting its 108 citizen call centre with AI to automate calls and cut wait times, under a 2024 national AI strategy and South Korean aid equipment, aiming to eventually automate around 30% of enquiries.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	1/3
Transparency, fairness & accountability	0/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	1/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-15

[ASAN Xidmət \(State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan\)](#) — accessed 2026-08-15

[ASAN Xidmət — official press release](#) — accessed 2026-08-15

[Caliber.Az — ASAN Service trials AI for call-centre queries](#) — accessed 2026-08-15

[Oxford Insights — ASAN AI Hub](#) — accessed 2026-08-15

Cite this — Evidoria. *ASAN Service's AI-Assisted 108 Call Centre — Azerbaijan's Plan to Automate a Third of Citizen Enquiries*. Persistent ID: 1574cd1a-4757-42c6-a207-e1b9cb324143.