

Ask Viamo Anything — Voice-First Generative AI for Feature-Phone Users in Zambia

Digital Inclusion · Good practice · Zambia

Quality score: 100/100

Evidence strength: Observational / pre–post

Summary

Viamo's Ask Viamo Anything lets anyone with a basic phone call a free line and ask a question in a local language, using generative AI and speech-to-text for an instant answer. Zambia's pilot reached ~10,000 callers and 90,000 questions by March 2024, 54% women.

Key dimensions

Dimension	Score
Innovation level	5/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-22

[Viamo](#) — accessed 2026-08-22

[Benton Institute — Voice-First Generative AI for Impact: Insights from Viamo's AVA pilot in Zambia](#) — accessed 2026-08-22

[AI Journal — Ask Viamo Anything Combines AI With Basic Mobile Calls to Bring the Next Billion Online](#) — accessed 2026-08-22

[GSMA — Voice-First Generative AI for Impact: Insights from Viamo's AVA pilot in Zambia](#) — accessed 2026-08-22

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