

Boti — Buenos Aires' WhatsApp government chatbot

AI in the Public Sector · Good practice · Argentina

Quality score: 80/100

Evidence strength: Descriptive / self-reported

Summary

Boti lets residents of Buenos Aires reach city services through WhatsApp — handling a peak of 11 million conversations in a single month and millions more each month since, now powered by generative AI.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE evaluation](#) — accessed 2026-06-19

[OECD OPSI — Boti](#) — accessed 2026-06-19

[Microsoft — Buenos Aires Azure OpenAI story](#) — accessed 2026-06-19

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