

Bürokratt — Estonia's national AI assistant for public services

AI in the Public Sector · Good practice · Estonia

Quality score: 87/100

Evidence strength: Descriptive / self-reported

Summary

Estonia's open-source virtual-assistant ecosystem giving citizens a single conversational channel to public services, integrated across 18+ organisations, with human hand-off when it gets stuck.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

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

[e-Estonia — Bürokratt](#) — accessed 2026-06-19

[Interoperable Europe — OSOR case study](#) — accessed 2026-06-19

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