

ChatFT and Match FT — France Travail's AI Tools for Jobseeker Matching and Advisor Support

AI in the Public Sector · Good practice · France

Quality score: 73/100

Evidence strength: Descriptive / self-reported

Summary

France's public employment service rolled out ChatFT to nearly 40,000 advisors from November 2024, saving up to 3 hours/week each, while a 6-region Match FT pilot lifted training enrolment by 17% and cut recruitment time by over 3 days, ahead of a 2026–2027 national rollout.

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	2/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-06

[France Travail \(the French national public employment service, formerly Pôle Emploi\)](#) — accessed 2026-08-06

[France Travail — official infographic on AI and job search](#) — accessed 2026-08-06

[franceinfo — independent public broadcaster coverage](#) — accessed 2026-08-06

[LeMagIT — independent trade press analysis](#) — accessed 2026-08-06

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