

Czech Regional AI Chatbots — HypeDigitaly deployment across five government websites

AI in the Public Sector · Good practice · Czechia

Quality score: 67/100

Evidence strength: Descriptive / self-reported

Summary

AI chatbots on five Czech regional and municipal government websites handled 35,095 queries in seven months (Jan–Jul 2025), saving 8,774 staff hours, with average ROI 102% (peak 240% in Teplice) and citizen satisfaction 4.57/5.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-06-25

Czech Regional Governments (Ústecký, Vysočina, Královéhradecký regions; Teplice and Litoměřice municipalities) — accessed 2026-06-25

HypeDigitaly Case Study — 5 Czech Regions (EN) — accessed 2026-06-25

Ústecký Region Official Announcement (CS) — accessed 2026-06-25

iROZHLAS Independent Coverage (CS) — accessed 2026-06-25

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