

Emma — the USCIS virtual assistant

AI in the Public Sector · Good practice · United States of America

Quality score: 67/100

Evidence strength: Descriptive / self-reported

Summary

USCIS's bilingual virtual assistant 'Emma' answers about 456,000 immigration questions a month — correctly handling ~90% in English and ~86% in Spanish — easing pressure from over a million monthly calls.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	2/3
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 evaluation](#) — accessed 2026-06-19

[USCIS — Meet Emma](#) — accessed 2026-06-19

[Univ. of Notre Dame — Who is Emma?](#) — accessed 2026-06-19

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