

EMY 101 — Côte d'Ivoire's AI Chatbot for WhatsApp- and Messenger-Based Public Service Access

AI in the Public Sector · Good practice · Côte d'Ivoire

Quality score: 33/100

Evidence strength: Cautionary / limited

Summary

Côte d'Ivoire's government launched EMY 101, an AI chatbot reachable via WhatsApp, Messenger and a toll-free line, giving citizens 24/7 access to civil-status, tax and ministerial information without visiting an office — though no usage or outcome data has yet been published.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	0/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-07-14

Ministère de la Transition Numérique et de l'Innovation Technologique (Ministry of Digital Transition and Technological Innovation), Côte d'Ivoire — accessed 2026-07-14

We Are Tech — Côte d'Ivoire Launches EMY 101 AI Chatbot for Public Services — accessed 2026-07-14

TechAfrica News — Côte d'Ivoire Launches EMY 101 AI Chatbot to Transform Public Service Access — accessed 2026-07-14

SocialNetLink — La Côte d'Ivoire lance EMY 101 — accessed 2026-07-14

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