

Eva and Jenda — the Czech Labour Ministry's AI Call-Centre Assistant and Benefits Portal

AI in the Public Sector · Good practice · Czechia

Quality score: 60/100

Evidence strength: Moderate

Summary

The Czech Ministry of Labour and Social Affairs built Eva, a generative-AI assistant for its benefits call centre, and added AI document-reading to its Jenda portal. The ministry and Microsoft report strong usage gains; no independent audit has yet verified the figures.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-21

[Ministry of Labour and Social Affairs \(MPSV\)](#) — accessed 2026-08-21

[MPSV — Jenda mobile app announcement](#) — accessed 2026-08-21

[Protex/CTK — Digital Future Awards 2025 coverage](#) — accessed 2026-08-21

[Microsoft Customer Story — Czech MPSV Azure OpenAI deployment](#) — accessed 2026-08-21

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