

FCDO Correspondence Triage — the UK Foreign Office's AI Classifier for Consular Enquiries

AI in the Public Sector · Good practice · United Kingdom

Quality score: 73/100

Evidence strength: Observational / pre–post

Summary

The UK Foreign Office uses Microsoft AI Builder and GPT-4.1 to auto-classify consular correspondence, publishing UAT accuracy of 73-95% by task. Officials report an 80% drop in written enquiries within three months of its March 2024 launch; every reply still passes human review.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-04

[Foreign, Commonwealth & Development Office \(FCDO\)](#) — accessed 2026-09-04

[UK Government — Algorithmic Transparency Record: FCDO Correspondence Triage](#) — accessed 2026-09-04

[PublicTechnology.net — FCDO deploys AI triage for consular queries](#) — accessed 2026-09-04

[GovInsider — UK bets big on AI-driven diplomatic services](#) — accessed 2026-09-04

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