

FURS AI Chatbot Family — Slovenia's Generative-AI Assistants for Tax, Customs and Duties

AI in the Public Sector · Good practice · Slovenia

Quality score: 60/100

Evidence strength: Observational / pre–post

Summary

Slovenia's tax authority (FURS) expanded a generative-AI chatbot — first launched for VAT in May 2025, then income tax, customs, excise and other duties — to about 800 users and 3,000+ questions a day, answering over 800,000 questions in its first six months.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-13

[Financial Administration of the Republic of Slovenia \(FURS\)](#) — accessed 2026-07-13

[gov.si](#) — official FURS chatbot launch announcement — accessed 2026-07-13

[Portal24](#) — FURS chatbot has answered over 800,000 questions — accessed 2026-07-13

[Lider.si](#) — FURS chatbot answered 800,000 questions in half a year — accessed 2026-07-13

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