

Rencat — the Municipality of Renca's AI Virtual Assistant for Chilean Residents

AI in the Public Sector · Good practice · Chile

Quality score: 53/100

Evidence strength: Descriptive / self-reported

Summary

Chile's Municipality of Renca launched Rencat, a 24/7 AI virtual assistant built by Argentine vendor BotMaker (creator of Buenos Aires' Boti), reaching over 20,000 users in its first three months with a self-reported 90% resident satisfaction rate.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-19

[Ilustre Municipalidad de Renca](#) — accessed 2026-07-19

[Renca.cl official announcement](#) — accessed 2026-07-19

[Cooperativa.cl news coverage](#) — accessed 2026-07-19

Cite this — Evidoria. *Rencat — the Municipality of Renca's AI Virtual Assistant for Chilean Residents*. Persistent ID: e65d533c-8e15-47e6-b960-5cdec21c164f.