

RevAssist — Irish Revenue's Internal AI Assistant, Live Since June 2024

AI in the Public Sector · Good practice · Ireland

Quality score: 60/100

Evidence strength: Observational / pre–post

Summary

Ireland's Revenue Commissioners built RevAssist, an internal AI assistant trained only on its 1,500 Tax and Duty Manuals. Query-routing accuracy on its MyEnquiries portal rose from about 70% to 98%, at national call volume.

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 2026-08-06

[Office of the Revenue Commissioners](#) — accessed 2026-08-06

[Eolas Magazine - How Revenue uses AI to improve the user experience](#) — accessed 2026-08-06

[Global Government Forum - How AI is transforming Ireland's revenue collection](#) — accessed 2026-08-06

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