

SOFIA — Peru's SUNAT AI virtual assistant for tax and customs services

AI in the Public Sector · Good practice · Peru

Quality score: 53/100

Evidence strength: Moderate

Summary

Peru's SUNAT launched SOFIA in 2018, a 24/7 AI chatbot for tax and customs guidance. By July 2022 it had handled 424,000 conversations with ~80% query resolution without human escalation, representing six years of sustained national-scale operation.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-06-25

SUNAT (Superintendencia Nacional de Aduanas y de Administración Tributaria) — accessed 2026-06-25

SUNAT SOFIA Official Page — accessed 2026-06-25

Gestión: SUNAT atendió 424,000 conversaciones en chatbot hasta julio — accessed 2026-06-25

El Comercio: SUNAT chatbot SOFIA — accessed 2026-06-25

Aduananews: Peru SUNAT presented SOFIA virtual assistant — accessed 2026-06-25

Cite this — Evidoria. *SOFIA — Peru's SUNAT AI virtual assistant for tax and customs services*. Persistent ID: afeb12ce-3e6c-4dba-aab1-f67fd7179835.