

StateChat — the US State Department's Enterprise AI Chatbot Reaches 62,000+ Users, 90% Report Time Savings

AI in the Public Sector · Good practice · United States of America

Quality score: 80/100

Evidence strength: Observational / pre–post

Summary

The US State Department's enterprise AI chatbot StateChat grew from 150 testers to 62,000+ users by June 2026; a 2025 survey of 2,706 employees found 90% reported time savings and 96% would recommend it.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-09

[U.S. Department of State](#) — accessed 2026-08-09

[FedScoop: State Department is launching an internal chatbot](#) — accessed 2026-08-09

[ExecutiveGov: State Dept GenAI Playbook Built Around StateChat Rollout](#) — accessed 2026-08-09

[Nextgov/FCW: State's AI chatbot journey started with collaboration](#) — accessed 2026-08-09

Cite this — Evidoria. *StateChat — the US State Department's Enterprise AI Chatbot Reaches 62,000+ Users, 90% Report Time Savings*. Persistent ID: 255fbd7c-a897-4aac-8d6a-626a8904a669.