

Swiss Federal Audit Office on Government Chatbots — 21 AI Chatbots Found, Bottom-Up Synergies Working but the AI Competence Network Under-Resourced

AI in the Public Sector · Good practice · Switzerland

Quality score: 47/100

Evidence strength: Moderate

Summary

Swiss federal auditors inventoried 21 AI chatbot projects (CHF 9,000–3 million each) and found useful bottom-up knowledge sharing, but a 2021 AI competence network too under-resourced to coordinate; no measured benefits are reported.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-10-14

[Swiss Federal Audit Office \(SFAO/EFK\); Federal Chancellery; Federal Statistical Office; FOITT](#) — accessed 2026-10-14

[SFAO audit EFK-24181 \(summary\)](#) — accessed 2026-10-14

[Netzwoche: five chatbots meant to relieve the Federal Administration](#) — accessed 2026-10-14

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