

TGR's AI Voice Agent — Chile's Treasury Resolves 60% of Tax-Season Calls Without a Human

AI in the Public Sector · Good practice · Chile

Quality score: 47/100

Evidence strength: Moderate

Summary

During Chile's 2025 tax season, the Treasury's (TGR) new AI voice agent autonomously resolved 60% of taxpayer phone enquiries — serving over 43,000 callers with 99% operational adherence — up from roughly half of calls answered during peak demand before the system existed.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-22

[Tesorería General de la República \(TGR\)](#) — accessed 2026-08-22

[TVN — Agentes de Inteligencia Artificial en Chile](#) — accessed 2026-08-22

[Revista Gerencia — Del chatbot al agente inteligente](#) — accessed 2026-08-22

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