

Virtanen — Finland's Tax Administration AI Chatbot for Citizen Tax Guidance

AI in the Public Sector · Good practice · Finland

Quality score: 67/100

Evidence strength: Descriptive / self-reported

Summary

Finland's Tax Administration chatbot Virtanen has answered tax and MyTax questions on vero.fi since 2019, handling about 320,000 conversations in 2020 at a 67% resolution rate (~14 FTE-equivalent), growing to ~3,200 answerable questions in three languages by 2023.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-31

[Finnish Tax Administration \(Vero/Verohallinto\)](#) — accessed 2026-07-31

[boost.ai case study](#) — accessed 2026-07-31

[Vero.fi — Ask about taxes in our Chat](#) — accessed 2026-07-31

[Migri.fi — Kamu, PatRek and VeroBot](#) — accessed 2026-07-31

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