

Voicebot 112 — Portugal's Cancelled AI Emergency-Call Pilot and What Its Failure Revealed

AI in the Public Sector · Good practice · Portugal

Quality score: 13/100

Evidence strength: Descriptive / self-reported

Summary

Portugal committed EUR 11.5M (2023-2027) to a ChatGPT-based 'Voicebot 112' meant to triage overloaded emergency calls, but contractor Sword Health abandoned the project in Feb 2025, citing INEM's fragile legacy IT as incompatible with AI call-routing.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	0/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	0/3
Scalability beyond pilot	0/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-06

[INEM \(Instituto Nacional de Emergência Médica\) / Sword Health](#) — accessed 2026-08-06

[pplware.sapo.pt - project cancellation confirmed](#) — accessed 2026-08-06

[Portugal Calling - How ChatGPT Is Taking Over Emergency Calls in Portugal](#) — accessed 2026-08-06

[RTP - Grande Entrevista sobre chamadas para o 112](#) — accessed 2026-08-06

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