

The processing of requests with a digital assistant “State Services” reached 2 million per day

In 2024, a digital assistant using artificial intelligence technologies (AI) was launched on the Portal of State Services. According to the head of the Ministry of Construction of Maxut Shadaev, this assistant processes about 2 million requests from users daily.

The main task of the AI-helper is to help people who experience difficulties in finding or registering services. He provides tips, answers frequently asked questions and helps to navigate in the portal interface.

As the minister noted, in 80% of cases the system successfully copes with the task, offering accurate and timely solutions.

Earlier mobile application “State Services Biometry” [obtained](#) The new function is an assistant based on artificial intelligence (AI), which helps users correctly register biometric data. As reported in the apparatus of the Government of the Russian Federation, AI analyzes the video stream in real time and gives tips: warns about poor lighting, outsiders in the frame, adjusts the position of the face and offers the optimal angle for shooting.