AI Viktor & the Human Side of Integration

A good-practice example from Bevar Ukraine

Digital integration support with a human-centred approach

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Viktor Sydorchuk
Integration Support Consultant · Bevar Ukraine

Inna Dolia
Psychological Support Consultant · Bevar Ukraine

The problem: information becomes a barrier

For a Ukrainian who has recently arrived to Denmark, integration means navigating a new and complicated system in an unfamiliar language, at a time of uncertainty and crisis in their lives.

- HEALTHCARE
- EDUCATION
- EMPLOYMENT
- HOUSING
- SOCIAL SERVICES
- LEGAL & INTEGRATION

The goal is not to replace existing services, but to support Ukrainians in accessing them more easily and to reduce stress and friction in their interactions with service providers in Denmark.

From a chatbot to an intelligent AI support service

Built with AWS and IT volunteers, AI Viktor has evolved into a scalable, multilingual support platform.



Need identified

The number of repetitive in-person enquiries kept increasing, taking up more and more staff time.

First solution

Generative AI + retrieval-augmented generation

Evolution

Multiple specialised AI agents

Human-Oversight

Quality, escalation, continuous improvement

Technology is the infrastructure. Human needs are the design principle.

Impact at a scale a small team could not reach alone

10,000+

Ukrainians in Denmark have used AI Viktor

4,000–5,000

monthly active users

100,000+

questions answered in the first year

24 / 7

Immediate access to practical information without waiting for an available consultant.

USER ENGAGEMENT

On average, each active user makes around seven requests.

HUMAN CAPACITY

Routine questions are handled digitally, leaving professionals more time for complex cases.

Scale matters when access to information is itself part of integration.

The principle: amplify human support, don't replace it

AI VIKTOR IS GOOD AT

- Explaining how the system works
- Finding relevant, up-to-date information
- Handling repetitive questions
- Making the first step easier

PEOPLE ARE NEEDED FOR

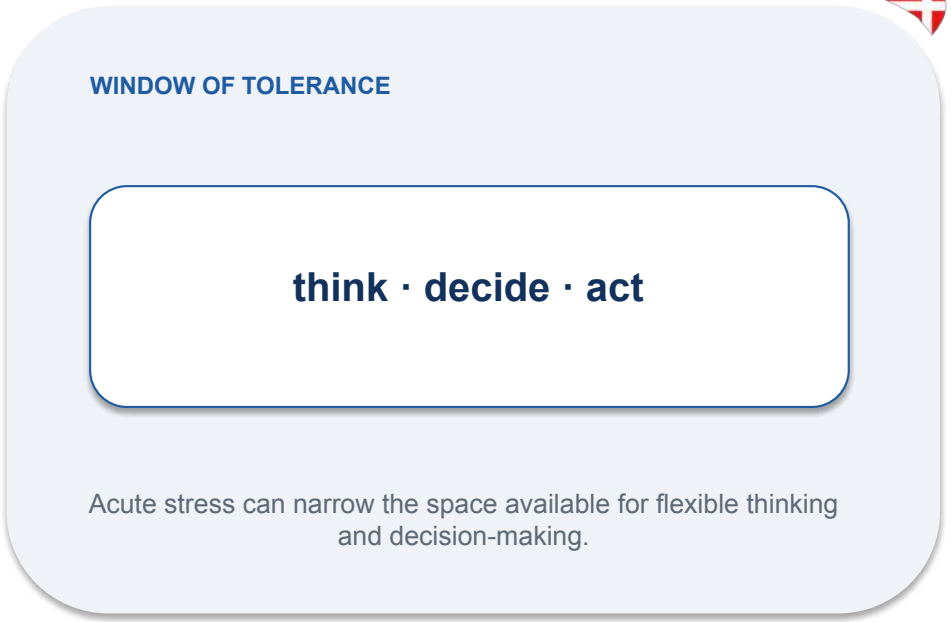
- Complex individual situations
- Judgement and accountability
- Empathy and relationship
- Psychological and social support

And this is where the psychological perspective begins…

When uncertainty becomes cognitive load

In my practice with Ukrainians under temporary protection, I often see the same pattern:

A person needs to navigate a new and complex system almost immediately after they have lost their familiar surroundings



Uncertainty adds cognitive load. Clear information can make the next step easier to take.

When asking for help feels difficult

“I’m embarrassed to ask this again.”

People may worry about being a burden, asking the “wrong” question, or taking too much of a professional’s time.

WHAT THIS CAN CHANGE

No judgement

Ask again. Clarify. Take your time.

More dignity

Practical help can feel less exposing when first accessed privately.

> The value is not that AI is “human”. It is that it can reduce the social friction of asking for help.

Trust is not a feature. It is the foundation.

01

TRANSPARENCY

The user should know that they are talking to AI.

02

PRIVACY

People need confidence that their information is protected.

03

RELIABILITY

Answers should be grounded in trusted information sources.

04

ESCALATION

Complex situations must be able to reach human support.

If trust is missing, a tool designed to reduce uncertainty can become another source of it.

For people under stress, responsible design is part of responsible support.

From information to a sense of control

WHAT AI VIKTOR CAN PROVIDE:

- Practical information
- Help navigating services and institutions
- A clearer next step

WHY THIS MATTERS PSYCHOLOGICALLY:

- Less uncertainty
- Less cognitive load
- More room to decide and act

For a person navigating a new country, clear information is more than convenience.
It can make an unfamiliar system more predictable — and make the next step feel possible.

> Practical clarity can create psychological space.