



## AGENDA

<b>IOTA Webinar</b> "The Use of Artificial Intelligence to increase the quality of call centre advice to taxpayers and improve call centre analytics"
26 March 2025 at 11:00 (CET) Webinar via Microsoft Teams

<b>WEDNESDAY 26 MARCH 2025</b>	
<b>10:30 – 11:00</b>	<b>Connection and access to the event by registered participants</b>

- › Registered participants will be able to connect before the start of the event and test the functioning of their MS Teams

<b>11:00 – 11:15</b>	<b>Introduction to the Webinar</b>
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The IOTA Secretariat will outline the agenda and highlight the objectives and key topics of the webinar.

- › Jonathan Heath and Ivana Donchevska, IOTA Secretariat

<b>11:15 – 11:40</b>	<b>Contact Centre Technology Report 2025</b>
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*This session will cover an overview of the AI aspects of the recent Contact Centre Technology Report 2025*

- › *Navigating the AI Seascape- **Stephen Yap, The Contact Centre Management Association***
- › *Q&A session*

<b>11:40 – 12:30</b>	<b>Country Presentations</b>
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*This session will consist of 2 presentations from IOTA members exploring the AI tools tax administrations are using to enhance the taxpayer assistance in Call Centre Operations. This session will also include a Q&A part at the end of the presentations.*

- › *AI powered Chatbot for enhancing Taxpayer assistance in Call Centre Operations – **Antonio Neves Lopes, Portugal***
- › *Use of AI to create written responses to queries – **Gintare Grigonyte, Sweden***
- › *Q&A Session*

<b>12:30 – 12:40</b>	<b>Closing Remarks</b>
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- › IOTA Secretariat

<b>12:40</b>	<b>End of the Webinar</b>
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