

## Al Chatbot for Taxpayer Service

We're transforming taxpayer service with an innovative AI chatbot solution.

Tax and Customs Authority (AT)

portaldasfinancas.gov.pt

INOVATION & PUBLIC SERVICE



## Introduction



## **Intelligent Automation**

Al transforms service, improves efficiency and quality



## Chatbot & Voicebot

Automated responses and intelligent routing



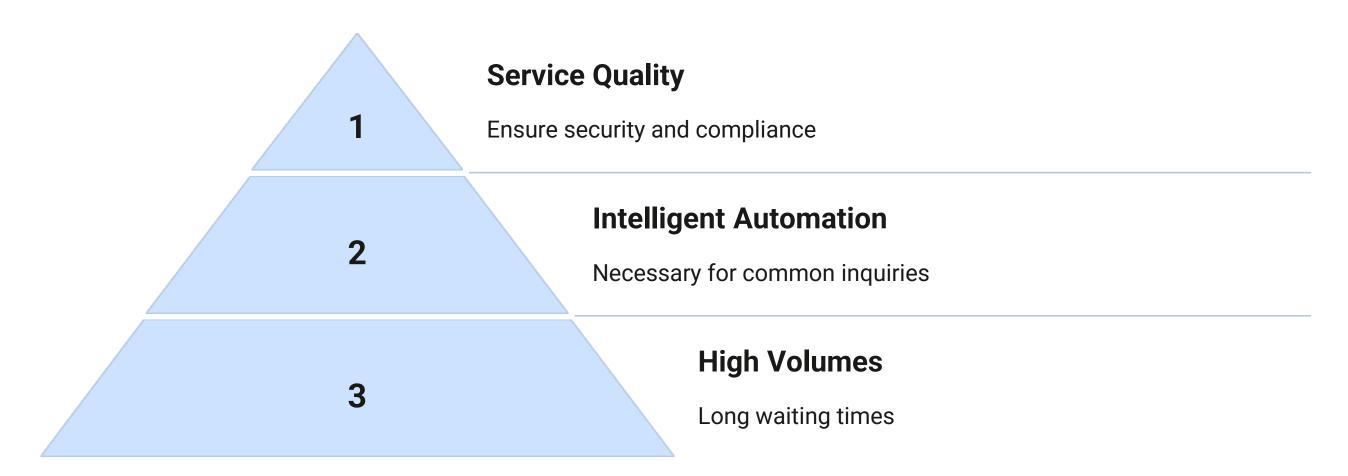
## **Enhanced Experience**

Better taxpayer experience, optimised operations





## **Challenges in Taxpayer Service**





## **Our AI Chatbot Solution**

Implementation

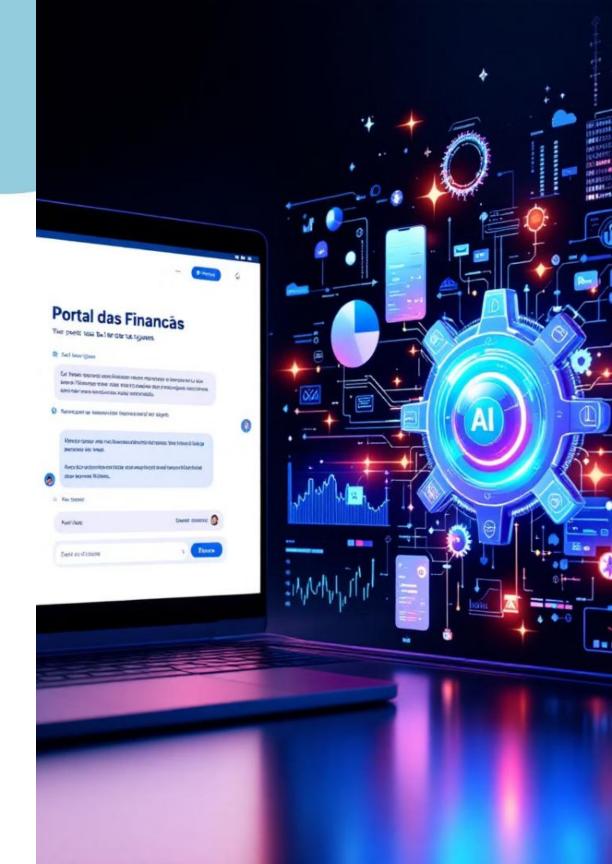
Deployed on the Portal das Finanças and "Contacts" page

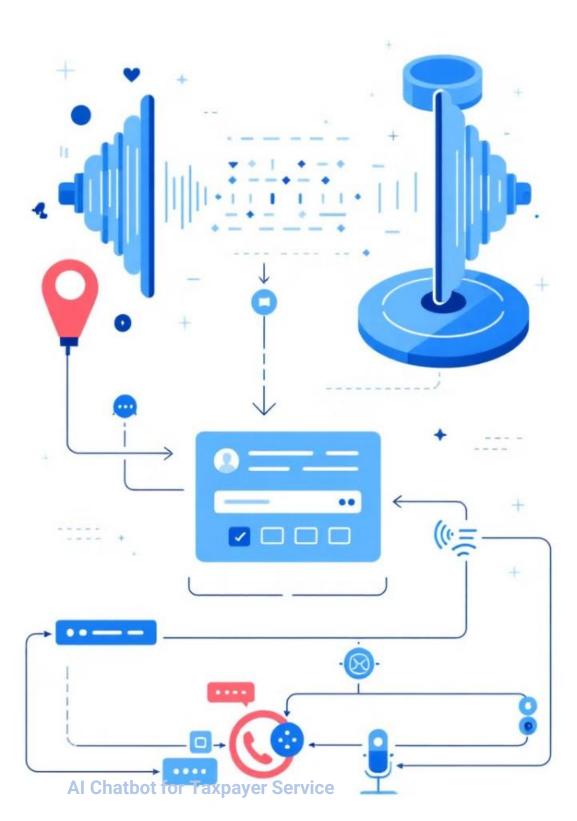
2 Response

Provides instant responses to taxpayers

3 Integration

Seamless escalation to human agents via 3CX







## Voicebot - Intelligent Entry Point

1

#### **First Contact**

Initial point for incoming calls

2

#### **Advanced Technology**

Uses Audiocodes for TTS and STT

#### **Routing**

Transfers calls to appropriate queue



## Integration with Human Agents

#### **3CX Platform**

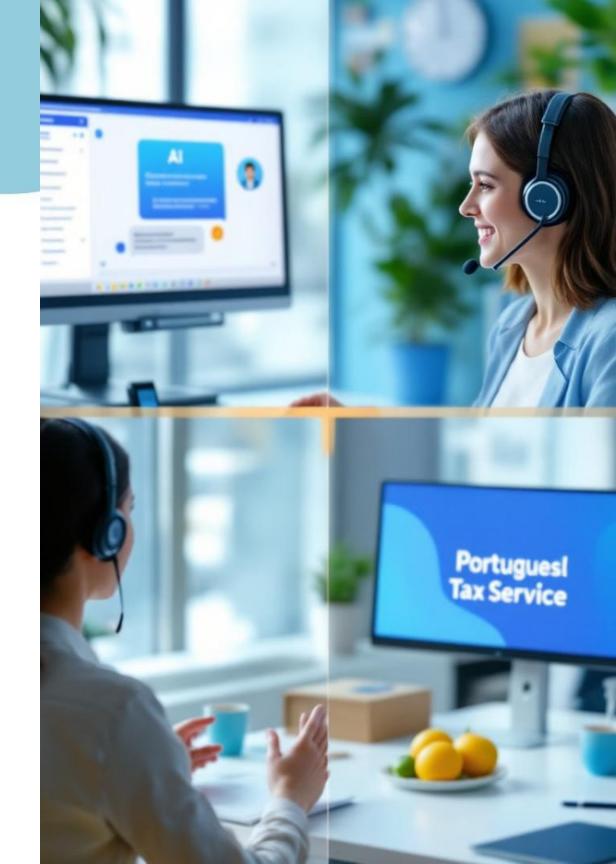
Human agent support when needed

## **Seamless Escalation**

Calls and chats transferred without interruption

## Optimised Management

Efficient handling of complex inquiries

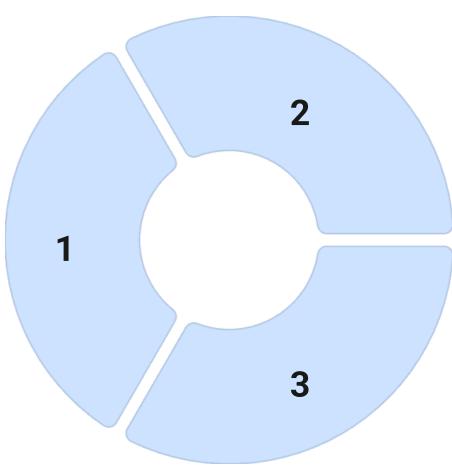




## **Quality Control & Al Analysis**

#### **Monitoring**

Tracks interactions to ensure quality



#### **Flagging**

Identifies cases requiring human review

#### **Analysis**

Uses data to improve efficiency and security



## **Security & Compliance**

#### **Data Protection**

Ensures taxpayer privacy and security

#### **Regulatory Compliance**

Adheres to tax administration regulations

#### **Secure Processing**

Protected handling of tax information









## **Benefits & Impact**

26%

90%

#### **Reduced Waiting**

Significantly decreased waiting times

#### **Increased Efficiency**

Greater productivity in service delivery

24/7

#### **Availability**

Improved continuous service with AI insights



## **Future Developments**

Expanding our AI capabilities to meet evolving taxpayer needs

#### **Multilingual Support**

Expanding language capabilities to serve diverse taxpayer populations.

#### **Personalised Interactions**

Enhanced AI to remember previous taxpayer queries and provide tailored responses.

#### **Mobile Integration**

Extending chatbot services to dedicated Tax Authority mobile applications.

#### **Predictive Assistance**

Anticipating taxpayer needs based on calendar events and filing deadlines.







# Conclusion & Questions

Our AI solution transforms taxpayer assistance through intelligent chatbots and voicebots.

We reduce waiting times, increase efficiency and ensure regulatory compliance and security.

We are available to answer your questions and discuss implementation in your organisation.



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## Thank you all

Al Chatbot for Taxpayer Service 26 March 2025

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