Virtual Assistant tool VAT AI-chatbot

Spanish Tax Agency (AEAT)

Innovative VAT AI-chatbot

THE ORIGIN: SII

Immediate Supply of Information on VAT

SII

- Change in the current VAT management system.

- VAT invoicing record books keeping system modification.

- The record books are supplied through the AEAT's Electronic Office.

- The supply is IMMEDIATE, which allows the time between invoice registration and the effective realization of the economic operation to be shortened.

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WHY USE AN AI-CHATBOT?

BACKGROUND:
Complex VAT regulations.

OBJECTIVE: HELP THE TAXPAYER

- **1st stage:** Tax information
- **2nd stage:** Help to fill in the VAT tax return.

OBJECTIVE: CONTROL IMPROVEMENT

- New control model.
- Based in immediately available information.

SOLUTION:
Develop a Virtual Assistant using AI
Develop new self-assessment tools

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WHAT IS THE AVIVA PROJECT?

- **On-line** information strategy on VAT through new digital tools.

- **Purpose:** To advance towards a quality information provision with unique criteria.

- **Target:** Aimed at both taxpayers and AEAT staff.

- **End:** Facilitate the understanding of complex regulations.

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AVIVA PROJECT: MAIN FEATURES

AVIVA PROJECT

Users are not required to identify nor authenticate (only e-mail address)

Printable response
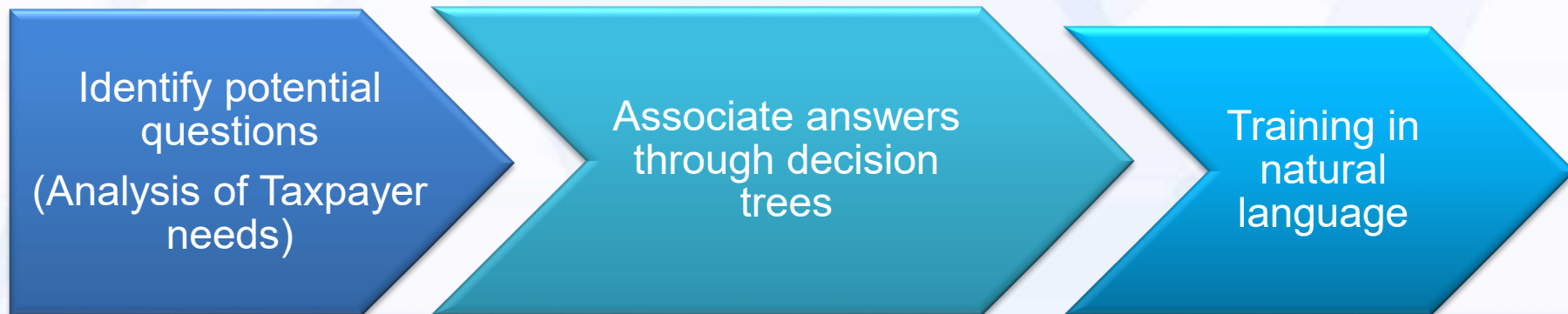
Guided conversations

Free text questions can be made

Users can rate the answer provided and save positive feedback

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AVIVA PROJECT: HOW WE DID IT

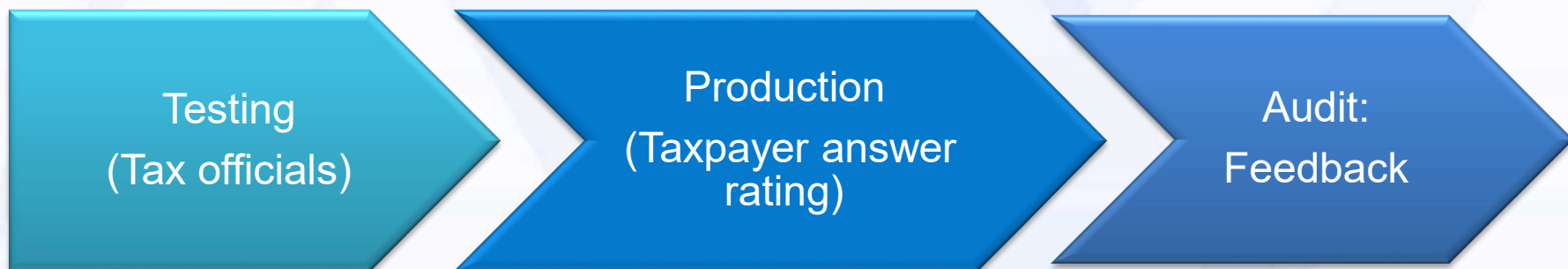**AI:** understanding of people's natural language

DESIGN: 3 STEPS

Identify potential questions

(Analysis of Taxpayer needs)

Associate answers through decision trees

Training in natural language

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AVIVA PROJECT: HOW WE DID IT

PROCESS FURTHER STAGES

Testing
(Tax officials)

Production
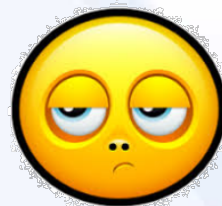(Taxpayer answer rating)

Audit:
Feedback

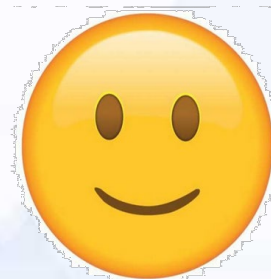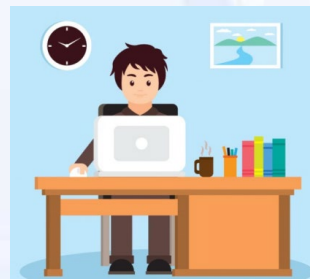Spanish Tax Agency (AEAT)

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AVIVA PROJECT: LAST STAGE

What about the dissatisfied user?

Solution: a tax official responds

The taxpayer always gets an answer!

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AVIVA PROJECT: CURRENT STATE

VAT VIRTUAL ASSISTANT

LOCATOR

SII VIRTUAL ASSISTANT

PROPERTY GRADER

SII DEADLINE CALCULATOR

VAT DEADLINE CALCULATOR

LANDLORDS TAX FORM ASSISTANCE TOOL

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VIRTUAL ASISTANTS

1. Interactive information vs static FAQ information.

2. 24/7 homogeneous and instant response

3. Comprehensive information (links to regulations, website, information banners, tools).

[How to use the Virtual Assistant for tax queries of the SII](https://www.youtube.com/embed/axDwqIT3WG4)
https://www.youtube.com/embed/axDwqIT3WG4

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SII DEADLINES CALCULATOR

This tool calculates:

1. Submission deadline.

2. Registration period (quarter / month).

[How to use the deadlines calculator of the Virtual Assistant for the SII](https://www.youtube.com/embed/7FBVjAoAs8k)

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Agencia Tributaria

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VAT DEADLINE CALCULATOR

This tool calculates:

1. Deadlines for issuing invoice amendments.

2. Deadlines for rectifying deductions.

3. Period and fiscal year VAT return where to make the adjustment.

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LOCATOR

This application answers the following questions:

1. Where is the operation located?

2. Who is the taxable person?

3. Who must declare the VAT due?

4. Does the invoice include VAT or is it a reverse charge / exemption operation?

How to use the Locator
https://www.youtube.com/embed/Ia0We0QYIJU

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PROPERTY GRADER

The property grader solves the following questions:

1. Does the operation pay VAT or Transfer Tax?

2. Who must declare the accrued VAT or Transfer Tax?

3. Does the invoice include VAT?

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LANDLORDS TAX FORM ASSISTANCE TOOL

Exclusive use for premises and urban dwellings landlords that do not carry out any other activity.

1. Once the requested data is incorporated, the answer indicates the boxes of the VAT form to be filled in.

2. If the landlord rents offices / stores and dwellings, the system offers calculations on the VAT input tax to be deducted.

Agencia Tributaria

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AVIVA PROJECT: ADVANTAGES

ADVANTAGES FOR TAXPAYERS	ADVANTAGES FOR SPANISH TAX AGENCY
- 24 h immediate response. - Interactive information as opposed to static FAQs. - Greater legal security: standard response that can be saved.	- Quality of information assessment (users' ratings). - Taxpayers information needs identification (trending topics). - Data statistics obtained from the conversation logs. - Source of knowledge for our staff.

www.agenciatributaria.es