

# Tax Services Continuity during COVID-19

Taxpayer Services Department, State Taxation Administration

August 6th 2020



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

# Unified Digital Systems

**E-tax Bureau**



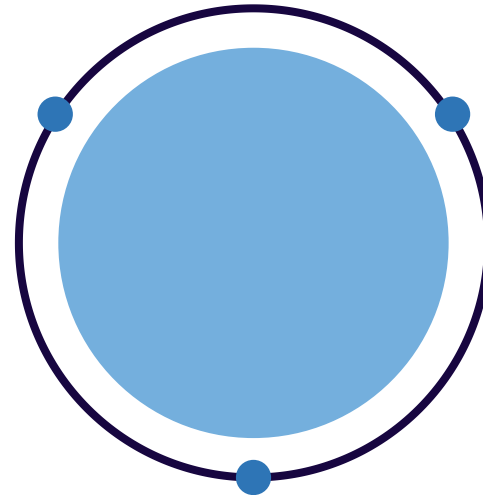
**Tax Services Platform**



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# Keep in Touch by a Safe Way

**Virtual Assistant**



**Online Chat**

**12366 Tax Services Number**



**BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT**

**Digitalization expands  
tax consultation channels**

1

2

**Digitalization increases the scope  
of policy publicity and promotion**



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# Virtual Assistant Development



**PC End**

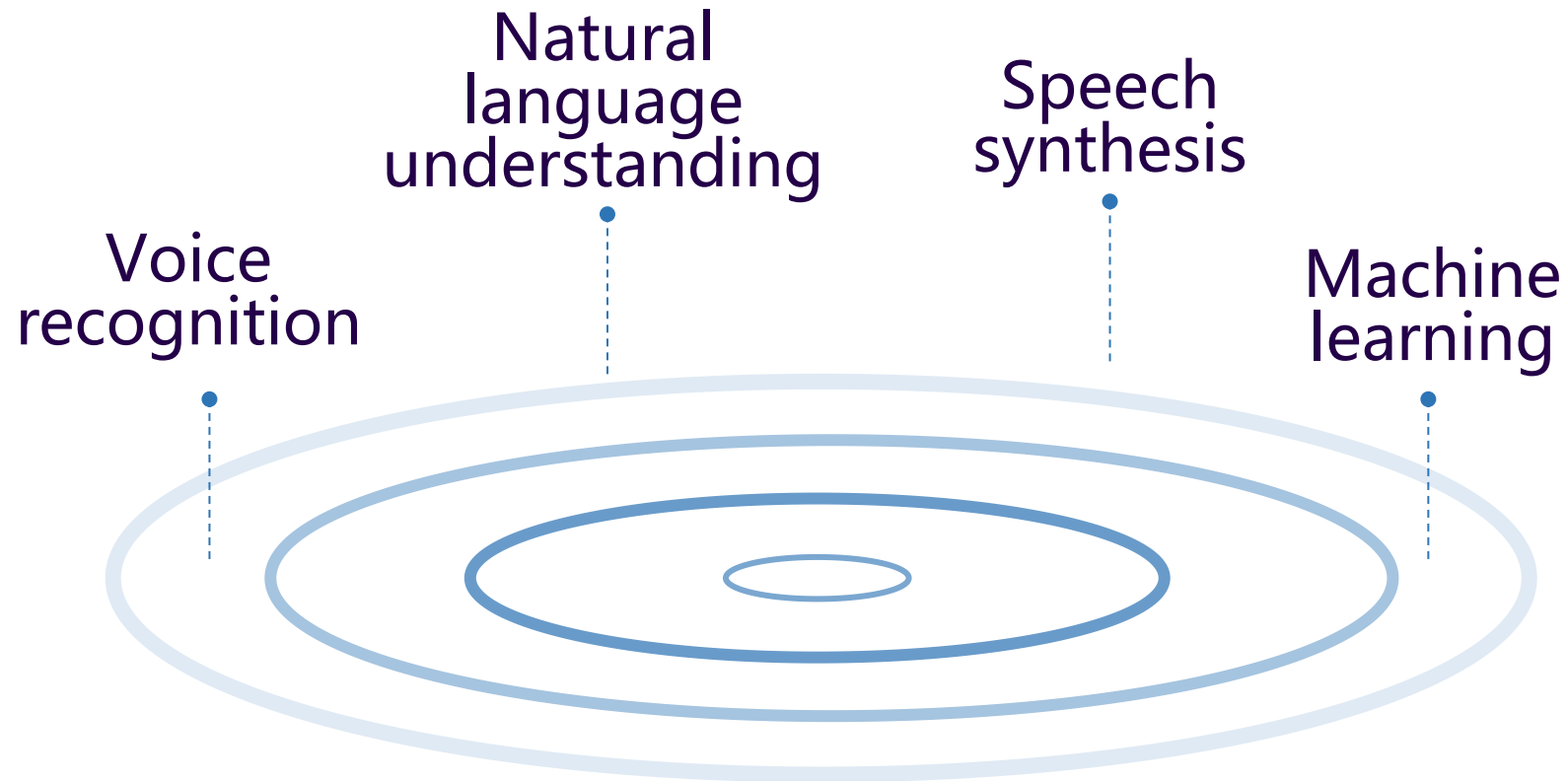
**Mobile Terminals**

**Hotline**



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# Knowledge Base + AI Technology



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Accurately answer **25%** of all questions asked



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# COVID-19 Tax Policies Promotion

One-stop  
column

Hot issues  
reply

Campaign  
products

Online  
interviews

Policy  
interpretion

Scale  
effects



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# Thanks.



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