

Intelligent Tax Service Robot (Tax Robot) Development Project

I. Project purpose

In response to the rapid advancement of artificial intelligence and robotics technologies, this project introduces agentic AI technologies and applications to establish high-quality, intelligent tax services. It also aims to cultivate AI-related talent and implement an AI-based digital service framework, thereby strengthening the efficiency and accuracy of tax services, and comprehensively enhancing service proactiveness and quality.

II. Implementation content

- A. Establish an agentic AI platform by leveraging retrieval-augmented generation (RAG), integrating model inference capabilities and workflow-based AI modules to enhance service efficiency, operational quality, and the speed and accuracy of decision-making.
- B. Deploy intelligent multi-functional mobile workstations equipped with smart terminal service systems to proactively provide precise services to both internal and external users.
- C. Conduct AI training programs and adopt workshop-based approaches to guide participants in developing AI modules, systems, and applications, thereby facilitating the transition toward intelligent business operations.

III. Expected benefits

- A. Leverage agentic AI technologies to deliver precise and efficient AI-driven services, enhancing the efficiency of tax services, operational quality, and decision-making quality.
- B. Integrate AI-enabled tax audit applications, strengthen the integration between business operations and information systems, and promote intelligent value-added services to enhance overall performance.
- C. Cultivate AI professional talent to facilitate workforce transformation and enhance overall organizational capabilities.