

Dirección General de Tributación
Dirección de Servicio al Contribuyente

TRAVI
The Virtual Procedures Portal
TRAVI-CHATBOT & ONLINE CHAT



TRAVI-VIRTUAL PROCEDURES

The Virtual Procedures Portal (TRAVI, by its Spanish acronym), is a tool that allows users to submit, follow up and receipt results to up to 45 different requests and procedures, through validation of user's IDs to the tax administration database, it's contains official IDs belonging to nationals' citizens and foreigners in Costa Rica. The system includes 5 service queues which means the areas in which our offices are subdivided: Taxpayer Service, Collection, Extensive Control and Tax Assessments.

Just the first 4 months from TRAVI was launched, 28,473 cases were presented.



Bienvenido(a) al portal de Trámite Virtual

* N° Identificación

* Contraseña

¿Recordarme?

Iniciar sesión

[¿Ha olvidado la contraseña?](#)

TRAVI-CHATBOT & ONLINE CHAT

Parallel to TRAVI platform, and by using Microsoft Power Virtual Agents, a chatbot was developed and trained in record time, by taxpayer services officials, using the “learning by doing” mode, the chatbot includes 237 questions, its trigger phrases and a well-defined structure, based on 6 high demand topics; electronic billing, self-management of passwords, cryptographic key, among others. In the same way, an online chat was developed and is currently served by two service call center agents. Within the first 4 months from the chatbot was launched, 50,240 questions were answered, in the same way, 6,993 questions were cleared by the online chat agents.

