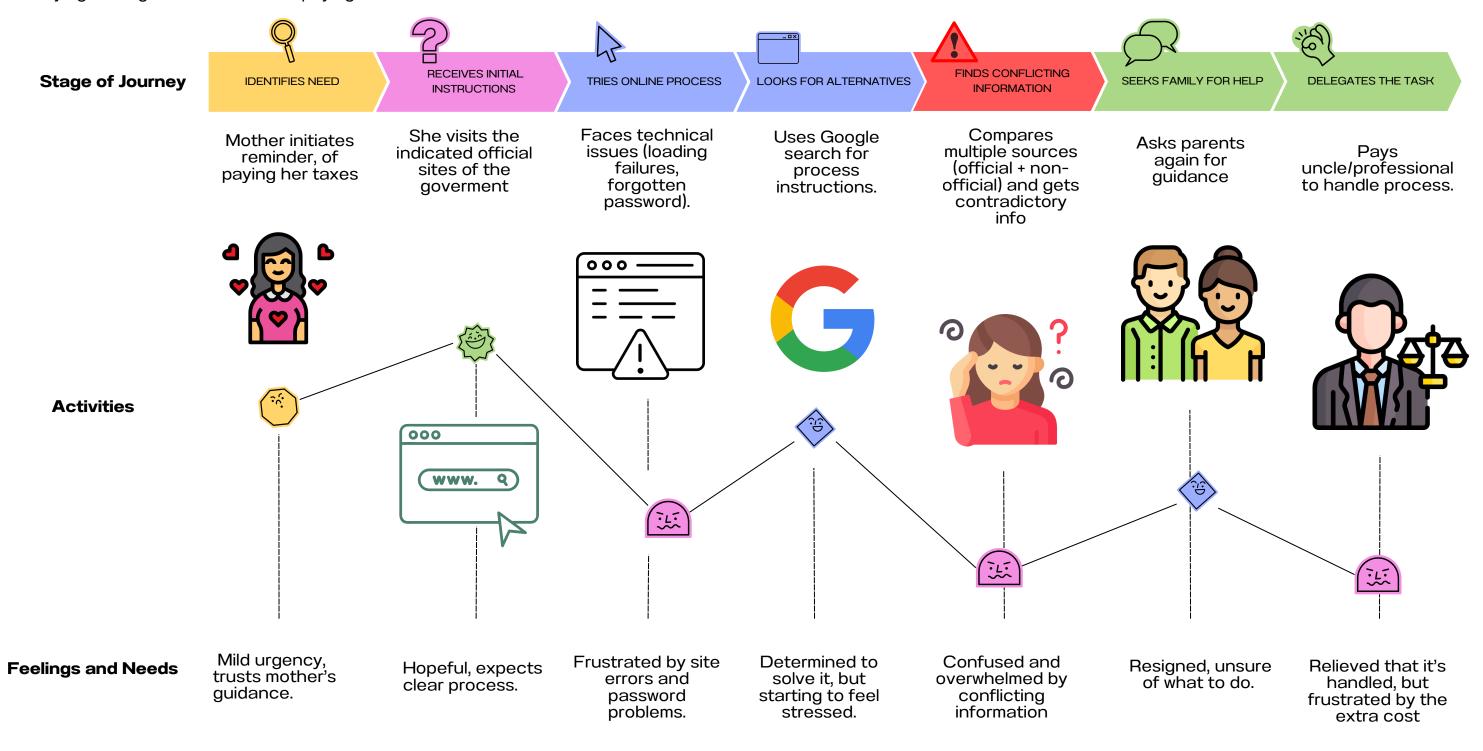
Ariadna's Journey Map

Carrying out a government errand: paying taxes



Potential opportunities for improvement

- Implement automatic reminders via email, SMS, or app notifications for upcoming administrative errands and deadlines.
- Create a centralized, authoritative, up-todate source for tax instructions
- Integrate a quick-connect feature to contact certified professionals (lawyers, accountants) directly from the official platform for assistance.
- Provide step-by-step official guides with examples.
- Provide a centralized download section where all required documents for the errand are clearly listed and easily accessible.
- Offer live chat or help desk for quick clarification.