

Scrolls down

with HMRC online link"

User visits the CTA page on gov.uk

If you're an employer and are eligible to

claim for furloughed employees, you can:

use a calculator to work out how much

employees' wages

<u>you can claim</u>

LINK: https://www.gov.uk/ government/organisations hm-revenue-customs/ contact/get-help-with-the coronavirus-job-retention scheme

If you've made an error in a Coronavirus Job Retention scheme claim, find out what to do if: you've claimed too much you've not claimed enough Optimisely AB test Chat with HMRC online about the pages on Tax Platform scheme. Phone We're receiving a very high number of Due to measures put in place to stop the spread of coronavirus (COVID-19) we have fewer advisers available to answer your Contacting HMRC unnecessarily puts our essential public services at risk during these challenging times. Telephone: 0800 024 1222 Scrolls down, clicks on "Chat

C.

A new page is launched. This page has a button on it to launch the chat UI NB: This page is not normally visible to users at this point in the flow. It does load but has a script that triggers the chat skin which overlays it. This is a new service – your <u>feedback</u> will help us to improve it. Chat support The HMRC chatbot is available at any time to answer your questions about the Coronavirus Job Retention Scheme. If it cannot help you, you can ask to transfer to an HMRC adviser by typing 'adviser'. Advisers work 8am to 8pm, Monday to Friday and do not work weekends or bank holidays. Start chat now > GOV.UK Prototype Kit v9.11.1 Clear data

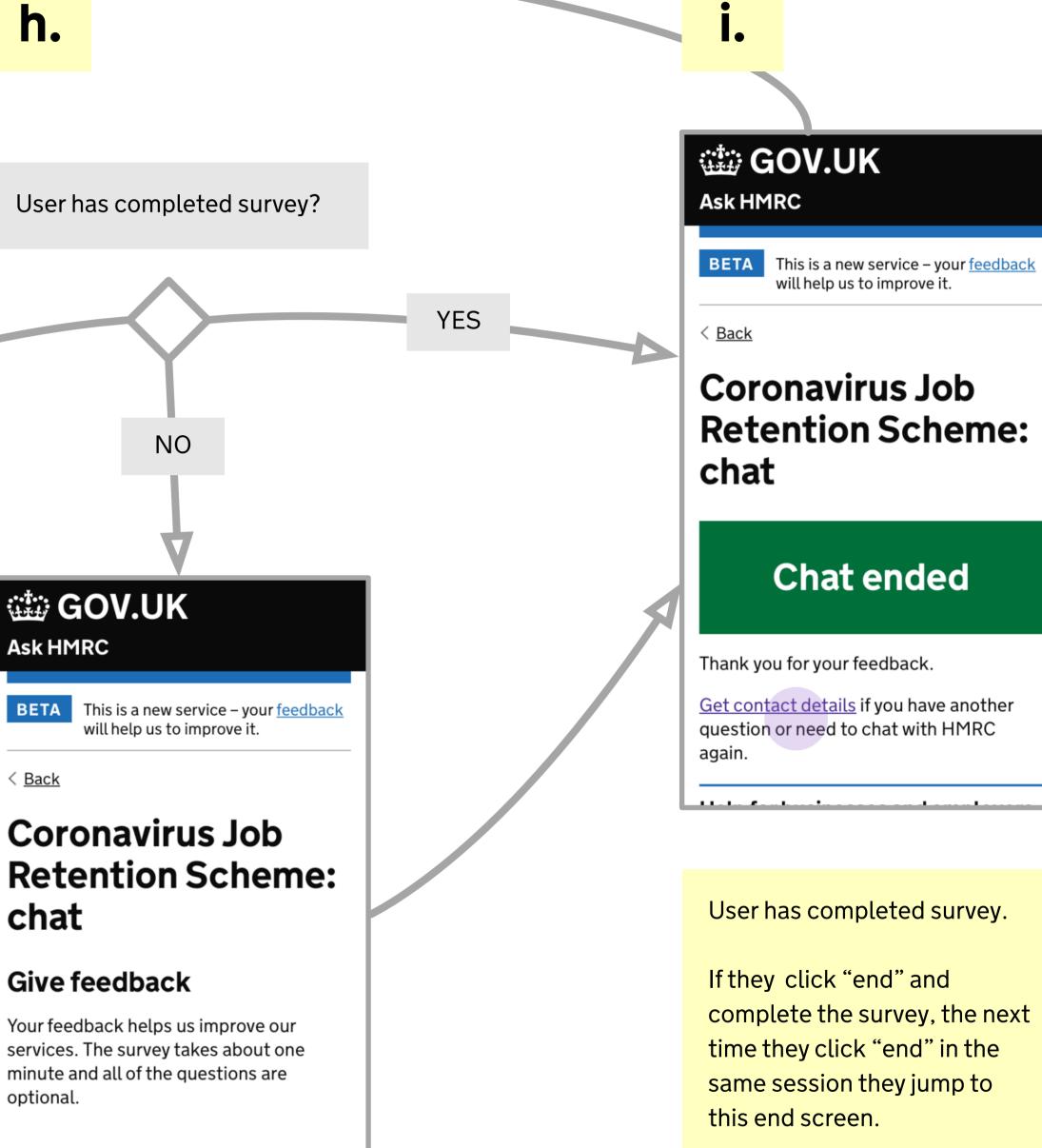
Turn sound Print or save You are currently chatting with a I can answer questions about the Coronavirus Job Retention Scheme (CJRS) and other support for businesses and employers during coronavirus (COVID-19). Tell me in a few words what you'd like help with. Please do not give me any personal information. Either the onload event triggered the load of the chat skin or the user clicked on "start chat now". The chat skin loads. NB: In browser state "c" and "d" The browser has not opened a new tab. "d" is an overlay on "c"

e.

Turn sound o Print or save You are currently chatting with a What's happened with your clain I have claimed too much I have not claimed enough I can answer questions about the Coronavirus Job Retention How can I correct a claim e your message here Hey Hey QWERTYUIOP QWERTYUIOP A S D F G H J K L A S D F G H J K L ◆ Z X C V B N M 🗵 ◆ Z X C V B N M 🗵 123 😉 🖞 space 123 **⊕ ⊉** space NB: diagram DOES NOT User taps the text input box SHOW FOCUS correctly. For and the on-screen keyboard definitive focus behaviour appears. refer to the focus spec doc. User types their query and clicks "send" User clicks on "end"

Turn sound of User has completed survey? ⚠ You are currently chatting with a Ending chat will delete your chat transcript. Return to chat End chat and give feedbac Brilliant, ta:-) ∰ GOV.UK Thank you. Would you like to end BETA This is a new service – your <u>feedback</u> will help us to improve it. this chat and give feedback? End Type your message here **Coronavirus Job** Retention Scheme: chat A modal is displayed warning the user that her transcript Give feedback will be lost once she ends the Your feedback helps us improve our chat. She can cancel and services. The survey takes about one minute and all of the questions are return to chat or end chat and go to survey. Was the chatbot useful?

Print or save



This page includes a link back

to the launch (CTA) screen.