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Part 01

Main Services rendered by AdE Mobile App

The app was created to provide consultation and assistance services to the taxpayer in order to facilitate their obligations but does not allow them to fulfill the obligations directly.
Only "main services" have been selected for the app in order to monitor the various tax obligations.

1 Cassetto fiscale

2 Ricevute

Main services

3 Stato richieste Civis

4 Notifiche

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Cassetto Fiscale	Ricevute	Stato richieste CIVIS	Notifiche
The "Cassetto Fiscale" is a service that allows the consultation of one's tax information, such as: • personal data • tax return data • refund data • data of payments made using forms F24 and F23 • deeds of the register (asset data) • data and information relating to sector studies and synthetic • indicators of fiscal reliability (Isa) • information on your registration status for Vies.	The "Ricevute" section allows the taxpayers to check the processing status (received, processed, accepted/rejected) of the documents they sent, to view the confirmations of file reception.	The "Stato richieste CIVIS" section allows the taxpayers to consult the processing status of their requests for assistance on communications or notices, collection notices, payment mandates, and self-protection requests on liquidation notices relating to lease contracts.	In the section "Notifiche", a notification message appears 15 days before the password expires and 3 months before the security environment expires. Furthermore, a message appears if in the "Ricevute" section there are receipts to be read or if they show customized messages for the user.

Part 02
Taxpayers assistance/utility services

As regards **assistance**, the app allows the taxpayer:

- to arrange an appointment at the Office,
- to take a ticket for the queue at the counter
- to contact the agency via web mail.

Other **utilities** are available to users:

- User's profile and contacts management
- Consultation of delegations and proxies
- Verify tax code and VAT number
- Calendar of tax deadlines
- Links to the main services portals: Electronic Invoicing, Fiscal Guides, "Dichiarazione Precompilata" and Geoportal

Part 03

Monitoring of users feeback

Monitoring of users feedback takes place:

- through an email address to which users can write to report suggestions and problems
- through the feedback present in the various app store (Apple, Google)

Feedbacks are analyzed to identify any changes to be made to the App relating to the services displayed and usability

Part 04

Mobile App architecture

As regards the architecture, a "hybrid" system was chosen:
webapp that can be viewed through the native containers for Android and iOs systems.

Being a webapp is possible **to maintain and manage** the various functions more **easily**

While the fact that it **is accessible through native containers** made it possible to take advantage of native services such as **geolocation** and **smartphone calendar**, both used by the assistance functions to geolocate an Office and to memorize an appointment with the Agency or a tax deadline in the calendar.