

Success Story: Tax Administration



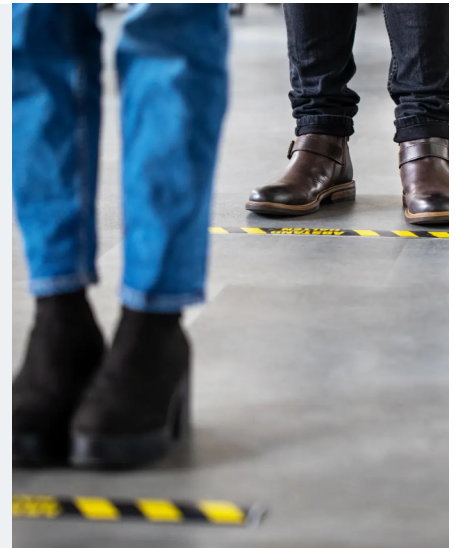
About the Tax Administration Schleswig Holstein: Facts and Figures

The Ministry of Finance of Schleswig-Holstein, headquartered in Kiel, is one of seven ministries of the state. It is divided into three departments and is responsible for fiscal policy, the state budget, taxation, state holdings, and administrative modernization. In addition, 17 tax offices are assigned to the ministry.



The Challenge

During the COVID-19 pandemic, the Tax Administration of Schleswig-Holstein faced the challenge of continuing to provide in-person consultations despite high demand. Long waiting times on site put a strain on both staff and citizens, especially in cases of urgent need for advice. A flexible, easy-to-use digital solution for appointment scheduling was urgently required.



Our Solution

The tax offices of Schleswig-Holstein use the cleverQ online appointment management system. Citizens can conveniently book appointments online or via the app and make use of digital queue tickets, which can also be printed on site. This reduces waiting times and helps avoid long stays at the offices.

The benefits of cleverQ process management:

- Reservations possible in all common browser systems
- User level for convenient editing of all appointments
- Free digital wallet app for customers to book appointments or use an electronic queue ticket
- Customers can cancel appointments quickly and easily
- No correspondence via phone or email required
- Appointment slots freed up by cancellations are automatically and instantly released back into the system

Learn more on our
Website

