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The Future of Social Security
社会保障的未来

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Partnership Instrument Project improving China's institutional capacity towards universal social protection

Digital solutions for customer-centric social security

以客户为中心的社会保障数字化方案

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Overview 概述

Customer-centric social security – What does it involve？以客户为中心的社会保障涉及哪些要素？

- Personalized interfaces facilitating user interaction. 方便用户交互的个性化界面

- Advanced features, such as: automation, integrating multiple functions, and intelligent tools.

  领先的特征，例如：自动化、多功能集成和智能工具

Innovations – Latest developments: 创新——最新发展：

- Integrated environments with intelligent tools 智能集成开发环境

- Automation features. 自动化特征

- Customer-based design & development. 基于客户的设计和开发

Integrated environments with intelligent tools 智能集成开发环境

Secured *my-social-security* systems based on digital identity enabling multiple functions:
"我的社会保障"安全系统以数字身份为基础，集多种功能于一体：

* Managing personal data. 管理个人数据

* Managing contributions payment and benefits application. 管理缴费支付和待遇申请

Intelligent chatbots. 智能聊天机器人

- Goal of chat-based intelligent assistants: 智能聊天助手的目标：

    - Respond to users inquires on specific topics in an autonomous way simulating a human behaviour.
    模拟人类行为，自动回复用户关于特定主题的询问。

    - Available 7/24 and adaptation to users' preferences. 全天候在线，适应用户偏好。

Integrated environments with intelligent tools 智能集成开发环境

- Implementation based on Artificial Intelligence (AI). It involves: 基于人工智能（AI）的实施，需要：
  - Training an AI system by using knowledge related to the contents of the responses.
    使用与回复内容相关的知识训练人工智能系统。
  ➔ Quantity and **quality** of data is critical! 数据的数量和**质量**至关重要！

- Experiences in many countries: Argentina, Austria, Belgium, Brazil, Estonia, Finland, France, Malaysia, Saudi Arabia, Uruguay.
  多国经验：阿根廷，奥地利，比利时，巴西，爱沙尼亚，芬兰，法国，马来西亚，沙特阿伯拉，乌拉圭。

Automation 自动化

Main objectives: 主要目标
- Enhancing the end-to-end efficiency of customer services.
  提高客户服务的端到端效率

Areas of automation: 自动化应用领域
- Front-end functionalities, such as chatbots, assistants, voice recognition, etc.
  前端功能，例如聊天机器人、聊天助手、语音识别等
- Back-end processes, such as eligibility controls, benefit adjudication, payment, etc.
  后端处理，例如资格控制、待遇裁定、待遇支付等。

Approaches and technology: 方法和技术
- Intelligent processes based on AI. 基于AI的智能处理
- Automated processes based on Robotic Process Automation (RPA):
  基于机器人流程自动化的自动化处理

Automation 自动化

Challenges: 挑战

- Ensuring the correctness of the automated processing and adequacy of the outcome for the customers. 确保自动化处理的准确性和为客户提供结果的充足性

- Clarifying the accountability of outputs. 明确产出责任

- Limited explainability of AI algorithms and highly dependent on data quality for algorithm training. AI算法的解释能力有限，且严重依赖算法培训的数据质量

Experiences in some countries: 部分国家的经验

- Austria, Canada, Malaysia, Spain.

  奥地利，加拿大，马来西亚，西班牙

Customer-based design and development 基于客户的设计和开发

Main objectives: 主要目标

- Involving customers in solution design and development. 客户参与方案的设计和开发

- Design thinking approaches. 设计思维方法

- Focus groups. 小组访谈

Complexity: 复杂性

- Involving diverse and non-professional participants. 包括各类非专业性参与人员

- Applying new design and implementation methodologies, which need skilled staff.
采用新的设计和实施方法需要技术员工

Experiences: 经验

- Canada: Acceleration Hub at the Employment and Social Development Canada (ESDC).
加拿大：加拿大就业和社会发展部（ESDC）加速中心

- Spain: *Importass* portal at the Social Security Treasury (TGSS).
西班牙：西班牙社会保障总库（TGSS）新门户（Importass）

Related issues and challenges 相关问题和挑战

Digital inclusion – Are users able to access and effectively use digital channels？
数字包容—用户能否获取并有效使用数字渠道？

Cybersecurity and protecting customers' data. 网络安全和用户数据保护

Addressing new types of error and fraud. 解决新型错误和欺诈

Developing institutional digital capacity dealing with a fast technology evolution.
发展机构数字能力，应对技术快速演化。

Conclusions 结论

Worldwide development of digital solutions for customer-centric social security.
以客户为中心的社会保障数字化方案在全球范围内的发展

- Enable to improve the efficiency and quality of social security services.

  能够提升社会保障服务的效率和质量。

- Complementary with presence-based and multichannel services.

  与基于现场的和多渠道服务相辅相成.

Innovations on increasingly integrated, intelligent and automated customer-centric systems.
以客户为中心的社会保障制度日益呈现集成化、智能化和自动化，并不断创新。

New approaches also involve challenges – Institutions must strengthen their digital and innovation capacity.
新方式同样面临挑战，各机构必须加强数字能力和创新能力。

Advancing social justice, promoting decent work

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Thank you
感谢观看

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