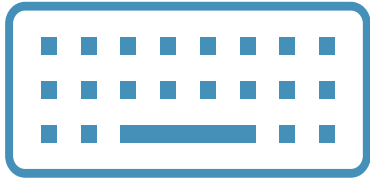


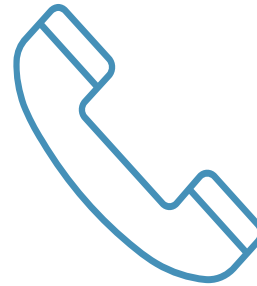


Frank Tisby Jr. Program Manager, Denver ACS

ACS Toll Free Update



Text Chat



Voice Bots



Chat Bots

FY22 Collection Technology Efforts



Text chat

Statistics

- Launched: 2017
- Utilizes a live assistor
- Unauthenticated vs. Authenticated
- Volume: 1,313,277 thru January 2022
- Average wait: 32 seconds
- Average handle: 6:23 / 24:23
- Offered while searching IRS.GOV



Voice and Chat Bots

Launched

- Commissioner designated funding to implement Voice Bots and Chat Bots to improve telephone Level of Service and the Taxpayer experience.
- Unauthenticated Chat Bots launched December 2021
- Unauthenticated Voice Bots launched January 2022
- Voice Bots are software powered by Artificial Intelligence (AI).
- Bots are designed to handle most basic collections concerns. This allows live assistors to work the complex issues.
- Both Voice and Chat Bots have English and Spanish applications to ensure continued services to taxpayers who speak limited English.



Voice bots

Unauthenticated (available now)

Offered on Accounts
Management and Automated
Collections Services Toll Free
Phone Lines

Option to escalate to an assistor
Assist One-time payments, FAQ,
Notice clarification

Authenticated (available later in 2022)

Collection voice bot will initially
only available to individual
taxpayers.

Establish Payment Plans

Request transcripts, payment
and payoff information



Chat bots now available

Available through IRS.gov

www.irs.gov/payments

www.irs.gov/payments/payment-plans-installment-agreements

www.irs.gov/es/payments (Spanish)

www.irs.gov/es/payments/payment-plans-installment-agreements (Spanish)

Option to escalate to a live assistor

Offered while searching IRS.GOV

Help taxpayer make one-time payments, provide FAQ & Notice clarification



Voice and Chat Bots

Benefits

- Provide general information to taxpayers through authenticated and unauthenticated voice and digital channels with an emphasis on self-help options for taxpayers to resolve common collection questions without the need to speak with a live telephone assistor.
- Provide responses to taxpayers acting as a customer service “first responder;” quickly fulfilling common requests for general information. The bots free up IRS telephone assistors to concentrate on more complex inquiries.
- Improve telephone level of service by satisfying taxpayers’ need to create and manage installment agreements through self-service conversational interactions; avoiding long wait times.