

Pursuant to Executive Order 14058 (December 13, 2021)
on *Transforming Federal Customer Experience and
Service Delivery to Rebuild Trust in Government*

2023 HISP CX Action Plan

Internal Revenue Service

As a High Impact Service Provider (HISP), IRS focuses on service assessments, collecting customer feedback, and making measured improvements for two designated services:

- 1) Filing an individual tax return:** Each year, millions of Americans file individual tax returns to pay their taxes or receive a tax refund. In 2022, the IRS processed over 168 million individual returns, and issued over \$359 billion in refunds.
- 2) Managing an individual online account:** In FY22 alone, more than 19.8 million unique users accessed their individual online IRS account, enabling taxpayers to meet tax obligations online via self-service.

What we delivered in 2023:

- **Expanded digital processing of select paper forms**
IRS determined the scaling and piloting approach to expand digitization of paper forms 1040, 940, and 941 with attachments, making it possible for the ~28 million filers who use these forms annually to benefit from fully digitized processing of those filings.
- **Launched new features to improve taxpayer online experience**
IRS expanded access to features that enable taxpayers to conduct two-way messaging, live chat with IRS employees, and update domestic and foreign addresses attached to their account, saving taxpayers and employees time.

What we commit to deliver in 2024:

- **Piloting direct file**
IRS will launch a service for certain taxpayers to directly file their taxes digitally for free with the IRS, rather than going through third parties that may require a fee.
- **Maintain Filing Season average call wait times at four minutes**
IRS will implement new processes and hire additional staff to maintain and improve the taxpayer experience when contacting the call center.
- **Launching additional features to improve taxpayer online experience**
IRS will expand access to features that enable taxpayers to revise payment options, access more notices digitally, and track refunds using their online account.