

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

2024 HISP CX Action Plan

Internal Revenue Service

As a High Impact Service Provider (HISP), IRS focuses on improving customer experience and delivery for the following 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.
- 2) Managing an individual online account:** Individual online IRS accounts enable taxpayers to meet tax obligations online via self-service.

What we will deliver in 2025:

● **Enhance support for filing and related activities**

In addition to maintaining low call wait times and prompt callback services during filing season, the IRS will focus on enhancing support across different taxpayer assistance options. The IRS will work to expand and improve channels such as phone, live online chat, and in-person support to help ensure prompt access to IRS support for taxpayers through whatever option taxpayers choose to communicate with the IRS, including for rural and underserved areas not located near a Tax Assistance Center.

● **Expand and enhance digitalization for filing and related activities**

The IRS will expand digital tools, making it easier and more efficient for taxpayers to securely communicate and provide the IRS with the necessary documentation to complete important activities. Through these efforts, the IRS plans to make 70 new priority non-tax forms available in a mobile-friendly format, to increase use of the digital document upload tool, and to digitally scan more paper filed tax returns to streamline data intake.

● **Improve digital self-service options for taxpayers**

The IRS plans to deliver at least 20 new capabilities and features in the Individual Online Account for taxpayers, such as expanded status updates, making more notices and letters available digitally, and expanding the availability of secure two-way messaging. These new and expanded online self-service capabilities will provide taxpayers with improved options to voluntarily comply with their tax obligations, and grant taxpayers more freedom to complete their interactions with the IRS digitally from their computer or phone.

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What we will deliver in 2025:

- **Improve access and online availability of taxpayer notices**

The IRS will continue to improve notices to ensure that they are easy to understand and meet taxpayer needs, including redesigning 200 notices based on input from taxpayers and tax professionals. The IRS will also make many of these notices available to taxpayers in their Individual Online Account. In addition to expanding the available communication channels, having digital versions of notices online will help taxpayers verify that the notices they receive in the mail are legitimate.