



Expanded IRS voice bot options help taxpayers set up or modify a payment plan

The IRS began using English and Spanish voice bots on some of its toll-free help lines in January 2022. Since then, IRS is continuing to add voice bots to additional toll-free lines, while also expanding what these voice bots can do to help taxpayers.

The newest feature available, for those who are eligible, is to use the voice bot to set up or change a payment plan, while avoiding wait times.

Taxpayer: *I have a question about an installment agreement.*

Voice bot: *Sure, I can help you with a payment plan. To use this feature, a taxpayer must be able to authenticate their identity.*

- If a taxpayer received a bill from the IRS, they'll need that bill and a few pieces of basic information to set up a PIN and authenticate their identity.
- They should keep track of their PIN because it can be used again in the future.
- Their payment plan options may include a short-term plan or a long-term plan, also known as an installment agreement.

If a taxpayer has a current payment plan, they may be able to make changes, including updating payment amounts and/or changing payment dates.



If a taxpayer can't resolve their issue through the voice bot, they can ask to speak with an IRS phone assistor.

Taxpayer: *Can I speak to a customer service agent please?*

Voice bot: *Please hold while I transfer you to a representative.*

The IRS also has other self-service options available on IRS.gov.

For more information, check out [IRS.gov/payments](https://www.irs.gov/payments).