

Date of Approval: 05/12/2025
Questionnaire Number: 2110

Basic Information/Executive Summary

What is the name of your project (system, database, pilot, product, survey, social media site, etc.)?

Automated Collection System (ACS) Interactive Voice Response (Voicebot)

Acronym:

ACS IVR

Business Unit

Information Technology

Preparer

For Official Use Only

Subject Matter Expert

For Official Use Only

Program Manager

For Official Use Only

Designated Executive Representative

For Official Use Only

Executive Sponsor

For Official Use Only

Executive Summary: Provide a clear and concise description of your project and how it will allow the IRS to achieve its mission.

The Internal Revenue Services (IRS) manages and operates one of the largest contact centers in the world to assist taxpayers with tax-related problems and questions. At the end of FY2024, the individual taxpayer telephone demand was 52 million calls received, an increase of 270% from FY2023. The increase is attributed to new legislation, resulting in added, unplanned demand for the toll-free phone line. Business taxpayer telephone demand was 8.3 million calls received, 189% higher than the previous year. The number of taxpayers calling to schedule appointments at Taxpayer Assistance Center (TAC) relocation Taxpayer Assistance Center (TAC)s was 3.9 million above the same period last year and call disconnects were 1,477% more than the prior year at 4.1 million compared to 260,000 in FY 2023. This demand has surpassed agents' capacity forcing IRS to request need for additional funding every year to onboard more agents.

Automated Collection System (ACS) Conversational I (ACI) and overall voicebot projects target on reducing the need to contact agent by authenticating taxpayer and providing automated conversational responses. General Support System (GSS)-15 supports the IRS business in responding to taxpayer requests and services in an expedient and efficient manner and represents one of the largest and most complex Contact Center Environment (CCE) in the world. GSS-15 components are dispersed throughout IRS facilities nationwide, including over 26 call center sites, and supports over 15,000 customer service representatives (CSRs). GSS-15 provides an efficient, cost effective, secure and highly reliable contact center infrastructure and voice network for IRS business entities and taxpayers using the CCE. GSS-15 contains the voice network and telecommunications equipment that supports the CCE, which contains several business unit applications such as Wage and Investment (W&I), Small Business Self-Employed (SBSE), and Electronic Products and Services (EPPS). Infrastructure and applications within GSS-15 boundary are primarily managed by the Contact Center Services (CCS) within UNS (User Network Services) and by Enterprise Operations (EOPS). CCS is responsible for managing the systems and applications used to monitor, manage, and maintain the critical telephony infrastructure that encompasses components of the CCE. To ensure effective operations, GSS-15 uses state of the art call routing and distribution equipment. CCS is responsible for managing the day-to-day operations of the CCE and is the integrator of technical and program services for the successful delivery of IT commitments to the business. GSS-15 provides real time monitoring and scripting as well as operational support to ensure all contact center technology is functioning and meeting business requirements.

Personally Identifiable Information (PII)

Will this project use, collect, receive, display, store, maintain, or disseminate any type of Sensitive but Unclassified (SBU), Personally Identifiable Information (PII), or Federal Tax Information (FTI)?

Yes

Please explain in detail how this project uses sensitive data from inception to destruction (data lifecycle).

CCS is responsible for managing the systems and applications used to monitor, manage, and maintain the critical telephony infrastructure that encompasses components of the CCE. To ensure effective operations, GSS-15 uses state of the art call routing and distribution equipment. CCS is responsible for managing the day-to-day operations of the CCE and is the integrator of technical and program services for the successful delivery of IT commitments to the business. GSS-15 provides real time monitoring and scripting as well as operational support to ensure all contact center technology is functioning and meeting business requirements.

Please select all types of Sensitive but Unclassified data (SBU)/Personally Identifiable Information (PII)/Federal Tax Information (FTI) that this project uses.

Address

Name

Other

Social Security Number (including masked or last four digits)

Tax ID Number

Please explain the other type(s) of PII that this project uses.

Date of Birth, Protection Personal Identification Numbers (IP PIN), Tax Account Information

Cite the authority for collecting SBU/PII/FTI (including SSN if relevant).

PII for federal tax administration - generally IRC Sections 6001 6011 or 6012

SSN for tax returns and return information - IRC section 6109

Product Information (Questions)

1 Is this PCLIA a result of the Inflation Reduction Act (IRA)?

No

2 What type of project is this (system, project, application, database, pilot/proof of concept/prototype, power platform/visualization tool)?

System

3 What Tier designation has been applied to your system?

2

4 Is this a new system?

No

4.1 Is there a previous Privacy and Civil Liberties Impact Assessment (PCLIA) for this project?

Yes

4.11 What is the previous PCLIA number?

6808

4.12 What is the previous PCLIA title (system name)?

Automated Collection System (ACS) Conversational Interactive Voice Response (ACI)

4.2 You have indicated this is not a new system; explain what has or will change and why. (Expiring PCLIA, changes to the PII or use of the PII, etc.)

Expiring PCLIA

5 Is this system considered a child system/application to another (parent) system?

No

6 Indicate what OneSDLC State is the system in (Allocation, Readiness, Execution) or indicate if you go through Information Technology's (IT) Technical Insertion Process and what stage you have progressed to.

Execution

7 Is this a change resulting from the OneSDLC process?

No

8 Please provide the full name and acronym of the governance board or Executive Steering Committee (ESC) this system reports to.

User and Network Services (UNS), Technology Integration Board (TIB)

9 If the system is on the As-Built-Architecture (ABA), what is the ABA ID number of the system? If this PCLIA covers multiple applications shown on the ABA, please indicate the ABA ID number(s) for each application covered separated by a comma. If the system is not in the ABA, then contact the ABA (<https://ea.web.irs.gov/aba/index.html>) for assistance.

211530

10 If this system discloses any PII to any third party outside the IRS, does the system have a process in place to account for such disclosures in compliance with IRC 6103(p)(3)(A) or Subsection c of the Privacy Act?

Yes

10.1 You have indicated that you do not have an "accounting of disclosures" process in place; please indicate a projected completion date or explain the steps taken to develop your accounting of disclosures process. Note: The Office of Disclosure should be contacted to develop this system's accounting of disclosures process.

No

11 Does your project/system involve any use of artificial intelligence (AI), including virtual assistant, chat bot, and robotic process automation, as defined in Executive Order 13960 and 14110?

Yes

11.1 Describe the business process and purpose of your Artificial Intelligence (AI) and identify what system(s) or business process(es) this AI supports.

Project will migrate certain IRS self-service applications from legacy Dual Tone Multi Frequency (DTMF) menu tree system to a conversational Interactive Voice Response (IVR) Cloud platform. The new platform uses Nuance (vendor) Digital Contact Center Platform (DCCP) that leverages Natural Language Understanding (NLU), Natural Language Processing (NLP), and Artificial Intelligence (AI) technology. Through this migration, taxpayer & IRS employee interaction with the IVR unit will be conversational in nature and streamline access to desired services, without the need to wait in queue to speak with an IRS Customer Service Representative (CSR). Taxpayer dials one of the provided IRS Toll Free Numbers that is with Verizon (carrier) who transfers the caller to the DCCP. Caller is greeted by conversational IVR (voicebot) that will assist the caller based on caller's utterance (intent). Based on the caller's intent, the voicebot provides a response based on a knowledge article/FAQ or offers the caller the ability to complete a self-service application. The Intent Engine (using NLU/NLP) classifies taxpayers' utterances (questions) into intents (requests). The responses of the voicebot and business logic is predetermined by content owners. This AI tool aims to classify/navigate to a correct predetermined response. The caller information is used to validate the caller's identity. The IVR will confirm each response is correct via Virtual Private Network to the IRS database before any information is given to the caller. If any of the information provided by the caller is incorrect then a courtesy disconnect message is played, then drops the call or directs the caller to IRS website. Information like taxpayer name, mailing address, date of birth, zip code, TIN, and IP PIN that is masked within the DCCP (IVR logs). IVR logs are never stored locally on contractor computers, data is only accessed by IRS-cleared resources through the FedRAMP certified Azure portal.

11.2 What is the algorithm or learning method used and what database is training your AI?

AI model type is predictive; it trains on historical data to identify patterns or trends or make a prediction about a future state

11.3 How is this AI system tested and validated to ensure that the decisions or outputs are reliable (relevant to the input) and performs without biases and drifting? Note: Outputs include, User information, transfer to assistor, reports on dashboard depicting activities.

AI outputs include responses tailored to taxpayer queries, such as payment plan setup, balance inquires, mailing address information, transcript requests, and account history details. If the AI cannot classify the input confidently, it prompts for clarification or escalates to a live agent.

12 Does this system use cloud computing?

Yes

12.1 Please identify the Cloud Service Provider (CSP), FedRAMP Package ID, and date of FedRAMP authorization.

CSP is Microsoft/Nuance. FedRAMP Package ID- F1603087869. Microsoft Azure GCC Authorized date- 04/29/2020

12.2 Does the CSP allow auditing?

Yes

12.21 Who has access to the CSP audit data (IRS or 3rd party)?

3rd Party. Platform is Cloud Software as a Service that is FedRAMP High and follows FedRAMP standards/requirements.

12.3 Please indicate the background check level required for the CSP (None, Low, Moderate or High).

Moderate

13 Does this system/application interact with the public?

Yes

13.1 If the system requires the user to authenticate, was a Digital Identity Risk Assessment (DIRA) conducted?

No

13.11 Please upload the approved DIRA report using the Attachments button. Select "Yes" to indicate that you have or will upload the signed DIRA form.

No

13.2 If individuals do not have the opportunity to give consent to collect their information for a particular use, why not?

The caller is asked to provide some information (i.e., TIN, DOB, Tax Year) which requires a successful validation before the Voicebot can help them. The caller can hang up the call.

13.3 If the individual was not notified of the following items prior to the collection of information, why not? 1) Authority to collect the information 2) If the collection is mandatory or voluntary 3) The purpose for which their information will be used 4) Who the information will be shared with 5) The effects, if any, if they don't provide the requested information.

The effects, if any, if the caller does not provide the requested information will end in a disconnect. The system will disconnect the caller if they did not give any input, or the information provide was not found. If the caller does not provide some information (i.e., TIN, DOB, Tax Year) then the voicebot is unable to assist the caller. Also, the caller can elect not to provide the information then hang. The voicebot platform does not contain any taxpayer data.

13.4 If information is collected from third-party sources instead of the individual, please explain your decision.

All information is provided by the caller.

14 Describe the business process allowing an individual to access or correct their information. (Due Process)

The IRS does not give any access other than select the IRS agent option

15 Is this system owned and/or operated by a contractor?

No

16 Identify what role(s) the IRS and/or the contractor(s) performs; indicate what access level (to this system's PII data) each role is entitled to. (Include details about completion status and level of access of the contractor's background investigation was approved for.)

IRS Employees?	Yes/No	Access Level (Read Only/Read Write/ Administrator)
Users	No	
Managers	No	
Sys. Administrators	Yes	Administrator
Developers	No	
Contractor Employees?	Yes	
Contractor Employees?	Yes/No	Access Level Background Invest. Level
Contractor Users	No	
Contractor Managers	No	
Contractor Sys. Admin.	Yes	Administrator High
Contractor Developers	No	

17 The Privacy Act of 1974 (5 USC § 552a(e)(3)) requires each agency that maintains a system of records, to inform each individual requested to supply information about himself or herself. Please provide the Privacy Act Statement presented by your system or indicate a Privacy Act Statement is not used and individuals are not given the opportunity to consent to the collection of their PII.

The voicebot system does not retain any information that the caller provided. The caller is asked to provide some information (i.e., TIN, DOB, Tax Year) which requires a successful validation before the Voicebot can help them. The caller can hang up the call.

18 How many records in the system are attributable to IRS Employees? Enter "Under 50,000", "50,000 to 100,000", "More than 100,000" or "Not Applicable".

Not Applicable

19 How many records in the system are attributable to contractors? Enter "Under 5,000", "5,000 to 10,000", "More than 10,000" or "Not Applicable".

Not Applicable

20 How many records in the system are attributable to members of the public? Enter "Under 100,000", "100,000 to 1,000,000", "More than 1,000,000" or "Not applicable".

More than 1,000,000

22 How is access to SBU/PII determined and by whom?

All Interactive Voice Response logs (dialog) are stored within a Verizon-owned Azure Government Community Cloud (GCC) tenant that is FedRAMP certified. Data is only accessed by IRS-cleared resources through the FedRAMP certified Azure portal. Every member of the Microsoft team for the IRS account has been cleared with a Tier II background investigation.

23 Is there a data dictionary on file for this system? Note: Selecting "Yes" indicates an upload to the Attachment Section is required.

No

24 Explain any privacy and civil liberties risks related to privacy controls.

All Interactive Voice Response logs (dialog) are stored within a Verizon-owned Azure Government Community Cloud (GCC) tenant that is FedRAMP certified. Data is only accessed by IRS-cleared resources through the FedRAMP certified Azure portal. Every member of the Microsoft team for the IRS account has been cleared with a Tier II background investigation.

25 Please upload all privacy risk finding documents identified for the system (Audit trail, RAFT, POA&M, Breach Plan, etc.); click "yes" to confirm upload(s) are complete.

No

26 Describe this system's audit trail in detail. Provide supporting documents.

Audit logs are within the voicebot platform. The Digital Contact Center Platform (voicebot platform) is FedRAMP Cloud Software as a Service managed by Verizon with O&M support.

27 Does this system use or plan to use SBU data in a non-production environment?

No

Interfaces

Interface Type

IRS Systems, file, or database

Agency Name
Integrated Customer Communications Environment (ICCE)
Incoming/Outgoing
Both
Transfer Method
Integrated Enterprise Portal (IEP)

Systems of Records Notices (SORNs)

SORN Number & Name

IRS 26.019 - Taxpayer Delinquent Account Files

Describe the IRS use and relevance of this SORN.

Network Transfer The information is processed by Natural Language Solution to make it conversational.

SORN Number & Name

IRS 00.001 - Correspondence Files and Correspondence Control Files

Describe the IRS use and relevance of this SORN.

Network Transfer The information is processed by Natural Language Solution to make it conversational.

Records Retention

What is the Record Schedule System?

Record Control Schedule (RCS)

What is the retention series title?

TAX ADMINISTRATION - COLLECTION

What is the GRS/RCS Item Number?

RCS 28

What type of Records is this for?

Electronic

Please provide a brief description of the chosen GRS or RCS item.

ACI records owners and developers are working with the IRS Records Office to draft data retention requirements for submission to/approval by the National Archives and Records Administration (NARA).

What is the disposition schedule?

All records managed in ACI must be preserved until retention periods are finalized and approved by NARA. RCS 28 Part V - Automated Collection System (ACS) records. (Items 95-144)
Pending NARA

Data Locations

What type of site is this?

System

What is the name of the System?

Digital Contact Center Platform

What is the sensitivity of the System?

Federal Tax Information (FTI)

Please provide a brief description of the System.

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What are the incoming connections to this System?

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IRS website. Information like taxpayer name, mailing address, date of birth, zip code, TIN, and IP PIN is masked within the DCCP (IVR logs). IVR logs are never stored locally on contractor computers, data is only accessed by IRS-cleared resources through the FedRAMP certified Azure portal.