

Date of Approval: 03/18/2026
Questionnaire Number: 2866

Basic Information/Executive Summary

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

Contact Center Interactive Virtual Agent

Acronym:

CCIVA

Business Unit

IT - Cybersecurity

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.

Cisco Contact Center Interactive Virtual Agent (CCIVA) is a system that allows callers to speak to an automated virtual assistant when they contact the IRS. It is replacing the current automated phone systems (Cloud Natural Language Interactive Voice Response and the Microsoft Digital Contact Center Platform). When a taxpayer calls, the system converts the caller's voice into text, analyzes the request to determine what assistance is needed, and provides an automated spoken response. If the system cannot fully assist the caller, the call is transferred to a live IRS representative. The system processes call audio and conversation information in real time to provide this service. Official call records and recordings continue to be maintained within the IRS contact center systems. The first phase, Proof of Concept (POC), will be limited to the IRS 1-800-829-4933

call flow. This is the IRS Business and Specialty Tax Line used for business tax account help.

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).

In the proof of concept, initial implementation, of the IRS business line call flow, the only sensitive information that will be collected is the caller's phone number. This is provided by the phone company. This information is stored in the call logs and sent to downstream IRS record keeping systems. This information is not used to correlate to a specific taxpayer, individual or business.

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

Internet Protocol Address (IP Address)

Telephone Numbers

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

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

Product Information (Questions)

1 Is this PCLIA a result of a specific initiative or a process improvement?

No

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

Proof of Concept

3 What Tier designation has been applied to your system? (Number)

1

4 Is this a new system?

Yes

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.

These processes are no longer used at the IRS.

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.

Taxpayer Services and Online Accounts (TSOA) Governance Board

9 Is this System listed on As-Built-Architecture (ABA)? If the system is not in the ABA, then contact the ABA (<https://ea.web.irs.gov/aba/index.html>) for assistance.

No

10 Does this system disclose any PII to any third party outside the IRS?

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.

The Cisco Contact Center Interactive Virtual Agent (CCIVA) supports the IRS telephone assistance process by providing an automated virtual assistant to interact with callers. The system uses speech recognition and natural language understanding to interpret a caller's request and provide automated responses for routine inquiries. If the virtual assistant cannot resolve the issue, the call is transferred to a live IRS representative. The purpose of the AI capability is to improve call routing, provide quicker responses to common questions, and reduce wait times for callers, while supporting the IRS contact center operations. CCIVA supports the IRS contact center business process and integrates with existing Cisco contact center systems that manage call routing, call records, and agent handling.

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

The CCIVA solution uses Google Dialogflow, which relies on machine learning models for speech recognition and natural language understanding. These models

are developed and trained by Google using large, diverse language datasets to recognize patterns in speech and text. The IRS does not directly train or modify the underlying speech or language models. For IRS implementation, the system is configured using predefined conversation flows, example phrases, and routing logic specific to IRS call topics. These configuration elements help the system recognize and respond to taxpayer inquiries within the defined scope of the call flow. The IRS does not provide taxpayer data to train the underlying Google machine learning models. Any conversation data processed by the system is used to provide real-time responses and is handled in accordance with applicable federal privacy and security requirements.

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.

The CCIVA solution is tested and validated through a combination of structured testing, pilot evaluation, and ongoing monitoring. Before deployment, the system is tested using predefined call scenarios and scripted test cases to ensure that user inputs produce the correct automated responses, routing outcomes, and transfers to live assistors. Conversation flows, prompts, and routing logic are reviewed and validated by IRS subject matter experts to confirm accuracy and relevance. The system relies primarily on predefined and deterministic conversation flows for sensitive functions such as collecting information and transferring calls. These flows are tested to ensure consistent and predictable behavior. Bias risk is limited because the system does not make eligibility determinations or enforcement decisions; it supports call routing and information delivery. Testing includes reviewing responses across a range of input variations to ensure consistent handling regardless of phrasing or speech patterns. After deployment, performance is monitored through call analytics, transfer rates, error logs, and dashboard reporting. Metrics such as recognition accuracy, escalation frequency, and failed interactions are reviewed to detect performance drift or unintended behavior. Updates are tested in a controlled environment before being promoted to production. The AI supports operational assistance and routing functions only. Final determinations and case decisions are made by IRS personnel, not by the AI system.

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.

Treasury Cloud (TCloud), FR1801046750, 3/2/2020 Google Services (Google Cloud Platform Products and underlying Infrastructure), FR1805751477, 12/4/2019

12.2 Does the CSP allow auditing?

Yes

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

Authorized personnel in both the CSP and the IRS have access to the audit data for analysis. No modifications are allowed.

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

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

Individuals are not asked to provide their information on the IRS business call flow. The only information collected is the caller's phone number and that is provided by the phone company, not the caller.

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.

This is a business call flow that does not ask the user to provide any personal or business information.

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

The contact system automatically captures the caller's phone number (Automatic Number Identification, or ANI) from the telephone company when a call is received to support call routing, operational reporting, and customer service functions.

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

Not applicable, CCIVA does not allow an individual to assess or correct their information.

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

Yes

15.1 If a contractor owns or operates the system, does the contractor use subcontractors; or do you require multiple contractors to operate, test, and/or maintain this system?

Yes

15.2 What PII/SBU data does the subcontractor(s) have access to?

This system is IRS-owned and government employee and contractor/subcontractor operated. Only authorized administrator personnel, whether government employee or contractor/subcontractor, have access to the call logs which contains the caller's phone number. This information is not correlated to a specific taxpayer or business.

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.)

TCloud - authorized federal employees or contractors/subcontractors (moderate) such as administrator or database administrator have access to the infrastructure system logs. They do not have access to the call logs which contains the caller's phone number. Google - authorized google employees and contractors/subcontractors (moderate) such as administrator or database administrator have access to the overall application operational logs. They do not have access to the call logs which contains the caller's phone number. IRS - authorized federal employees and contractors/subcontractors (moderate) have access to the call logs for auditing and analysis purpose. No modification of the logs is permitted.

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.

A privacy act statement is not used as this is an informational business call flow and does not collect information from the caller.

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".

For the POC, this is 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".

For the POC, this is 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".

100,000-1,000,000

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

Only authorized personnel have access to the system logs. This is determined by role-based account provisioning through the IRS, TCloud, and Google.

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.

No privacy and civil liberties risks have been identified.

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.

The CCIVA solution maintains audit trails across both the Cisco contact center platform and the Google Cloud services operating within the Treasury Cloud environment. The Cisco contact center system maintains official call detail records (CDRs), including call start and end times, routing paths, transfers to assistants, Automatic Number Identification (ANI), and call disposition information. These records support operational oversight, reporting, and compliance requirements. If call recording is enabled, recording metadata and retention are managed within the contact center environment and governed by established IRS records management policies. Within Treasury Cloud, Google Dialogflow and supporting services generate audit logs that capture system configuration changes (such as updates to conversation flows, playbooks, or routing logic), API activity, and system processing events. Interaction logs record conversational inputs, routing decisions, parameters collected, and system responses. Access to these logs is restricted through role-based access controls and monitored in accordance with Treasury security requirements. Together, these audit capabilities support troubleshooting, performance monitoring, and security oversight, while the official record of the call remains within the IRS contact center systems. The logs are sent via Splunk universal forwarded to IRS Enterprise Service Audit Trails (ESAT) for logging and analysis by IRS operations and call center personnel.

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

Contact Center General Support Services - 15 (CCGSS)

Incoming/Outgoing

Both

Transfer Method

Secured channel via HTTPS

Interface Type

Other Federal Agencies

Agency Name

Treasury

Incoming/Outgoing

Both

Transfer Method

Amazon Web Services Platform (AWS)

Interface Type

IRS Systems, file, or database

Agency Name

Enterprise Service Audit Trails (ESAT)

Incoming/Outgoing

Outgoing (Sending)

Transfer Method

Secured channel via HTTPS

Interface Type

Other Organization

Agency Name

Google Cloud Platform

Incoming/Outgoing

Both

Transfer Method

Amazon Web Services Platform (AWS)

Systems of Records Notices (SORNs)

SORN Number & Name

IRS 34.037 - Audit Trail and Security Records

Describe the IRS use and relevance of this SORN.

System access logs, security logs, user activity monitoring records

SORN Number & Name

Treasury .010 - Telephone Call Detail Records

Describe the IRS use and relevance of this SORN.

Records of communications between taxpayers and the IRS, telephone inquiries and related contact information, notes, transcripts, or documentation of interactions

Records Retention

What is the Record Schedule System?

Non-Record

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

CCIVA is a non-record system. The official record is kept within downstream IRS systems.

What is the disposition schedule?

This is dependent on the downstream systems which are the official record keeping systems.

Data Locations

What type of site is this?

Environment

What is the name of the Environment?

Treasury Cloud (TCloud)

What is the sensitivity of the Environment?

Federal Tax Information (FTI)

Please provide a brief description of the Environment.

Treasury Cloud (TCloud) is the U.S. Department of the Treasury's secure cloud computing environment that provides approved infrastructure and platform services for Treasury bureaus, including the IRS. In the CCIVA architecture, Google Cloud services supporting the virtual agent operate within the Treasury Cloud environment, which enforces Treasury security controls, monitoring, and compliance requirements. TCloud provides the hosting boundary for the AI services while integrating with existing IRS contact center systems.

What are the incoming connections to this Environment?

TCloud is a large platform hosting multiple systems for Treasury-affiliated agencies.

What are the outgoing connections from this Environment?

TCloud is a large platform hosting multiple systems for Treasury-affiliated agencies.

What type of site is this?

Environment

What is the name of the Environment?

Internal Revenue Service - XXXXXXXXXXXX and XXXXXXXXXXXX

What is the sensitivity of the Environment?

Federal Tax Information (FTI)

Please provide a brief description of the Environment.

The Internal Revenue Service (IRS) is the business owner and operator of the contact center services supported by the CCIVA solution. The IRS defines the call flows, business rules, and routing logic used by the virtual agent and maintains oversight of system configuration, security, and compliance. The IRS contact center systems manage call control, official call records, and assistor handling, while the AI services support automated interaction within the established IRS operational framework.

What are the incoming connections to this Environment?

TCloud and GCP provide the application and underlying host infrastructure to support the IRS CCIVA system

What are the outgoing connections from this Environment?

TCloud and GCP provide the application and underlying host infrastructure to support the IRS CCIVA system.

What type of site is this?

Environment

What is the name of the Environment?

Google Cloud Platform

What is the sensitivity of the Environment?

Federal Tax Information (FTI)

Please provide a brief description of the Environment.

Google Cloud Platform (GCP) provides cloud-based services that power the virtual agent functionality within the CCIVA solution. In this architecture, GCP hosts Dialogflow and related speech processing services that convert caller speech to text, interpret the request, and generate automated responses. These services operate within the Treasury Cloud (TCloud) environment and support the IRS contact center by enabling automated voice interactions while integrating with Cisco contact center systems for call control and routing.

What are the incoming connections to this Environment?

Google Cloud is a public cloud hosting many connections as a paid service, this is not unique to the IRS. Only the IRS will have access to our Google project.

What are the outgoing connections from this Environment?

Google Cloud is a public cloud hosting many connections as a paid service, this is not unique to the IRS. Only the IRS will have access to our Google project.