

## CASE STUDY

# Overhauling Taxpayer Support with AI The IRS Chatbot

## BACKGROUND

The Internal Revenue Service (IRS) has embarked on a digital transformation initiative to improve taxpayer support with the introduction of an AI-powered chatbot.

Amid the complexities of the U.S. tax code and the surge in inquiries during peak tax season, the IRS recognized the need for a more efficient approach to guide taxpayers through common questions.



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## IMPLEMENTATION

This intelligent chatbot was seamlessly integrated into the IRS's digital interface to provide instant responses to a wide array of frequently asked questions. Whether it's explaining tax provisions or directing users to specific forms, this tool engages in interactive dialogues and continuously refines its responses through machine learning.

## OVERHAULING THE TAXPAYER EXPERIENCE

The introduction of this tool has already led to a multitude of benefits:

### Enhanced Accessibility

- Taxpayers can now access information promptly, eliminating the need to wait in queues for human agents.

### Reduced Workload

- Routine inquiries are efficiently handled by the chatbot, allowing human agents to focus on more complex matters.

### Improved User Experience

- Taxpayers now enjoy a quicker, more efficient means of obtaining answers to straightforward questions, resulting in a more positive overall experience.