

SUBCOMMITTEE RECOMMENDATION

Department of Revenue Call Center Customer Service

To: Ways and Means Full Committee
From: General Government Subcommittee
Carrier: Representative Gomberg

On February 1st, the General Government Subcommittee recommended acknowledging receipt of a report from the Department of Revenue on call center customer service.

In response to a 2021 Budget Note, the Department of Revenue contracted with Ernst and Young to conduct a study of the agency's call centers and make recommendations to improve their performance. The recommendations covered the organizational alignment of the nine call centers across the agency, the technology used in the call centers, data driven decision making, and the customer experience for call centers and the agency's website. The agency has started to implement some of the recommendations including a Center of Excellence to make call center improvements an agency-wide priority.

The Subcommittee instructed the Department of Revenue to update the costs of the various recommendations, and to report to the Subcommittee in phase 2 of the budget process to see which recommendations could be funded during the 2023-25 biennium.

The General Government Subcommittee recommends approval.