



Montana Department of Revenue Call Center

September 17, 2009

In January of 1999, the Department of Revenue implemented a Call Center to serve as the first point of contact with the Department for citizens and businesses.

Before 1999, specialists within the Department answered the incoming phone calls, which took them away from their main areas of concentration. The center allows auditors, collectors and other staff members to focus on their main duties and avoid interruptions to field incoming calls, as well as ensure a consistent response and processing of citizens' inquiries.

Center goals

We strive to answer 80 percent or more of incoming calls without transferring them. We also aim to answer e-mails from the Customer Assistance e-mail inbox within 24 hours.

Expert staff

We train our Call Center staff to answer questions about all of the taxes, licenses and fees that the Department administers. They also know who the various business experts are in the Department and can transfer calls to those experts or get messages to them on behalf of the taxpayer. During the income tax season, we assist taxpayers in completing their individual income tax returns — on paper, on-line, or through the department's Taxpayer Access Point.

Expert services

Our services make calling the Department simple for the taxpayers. Because they only need to know one phone number and, generally, will only need to speak with one person, we are able to address their concerns or questions quickly.

In 2007, the Legislature made the process even simpler by approving a toll-free number for the center — 1-866-859-2254. We have given the number wide exposure, as it is published in the department's tax booklets and on correspondence.

Call Center by the numbers

Surpassing goals

The Call Center is well above its 80-percent goal for the week of April 15, the last week of the income tax filing season, from 2006 through 2009.

	2006	2007	2008	2009
Calls Answered	3,463	3,764	4,279	4,786
% of Calls resolved w/o transfer	83.31%	82.97%	85.56%	86.17%
Number of Call Center Representatives	7	7	8	7

Total calls

A comparison of 2008 and 2009 for the total number of calls answered during the income tax season from the first full week in January through the last week of April.

	2008	2009
Calls Answered	57,714	61,854
% of Calls resolved w/o transfer	83.70%	84.30%