

Date of Approval: 05/29/2025  
Questionnaire Number: 1516

## Basic Information/Executive Summary

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

Contact Analytics / Contact Recording

Acronym:

CA/CR

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.

Contact Analytics / Contact Recording (CA/CR) is a premium system responsible for recording 100% of all taxpayer interactions with Internal Revenue Service (IRS) phone agents and a significant sampling of screens as well. These are critical to the business, serving as the basis for employee performance evaluations, performance improvement, and assessments of quality and accuracy. They are also used in National Treasury Employees Union cases, and Treasury Inspector General for Tax Administration and other criminal investigations. All platform servers are located within IRS data centers. All captured PII data is encrypted and stored in the data centers. The encrypted data is only accessible through the CA/CR application, by users who have been granted access to the recordings. The application users can search for recordings based on the IRS

Agents' name and originating phone number of the individual requesting assistance through the toll free 800 number.

## 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).

The system allows users to query for recorded interactions, based on the following PII data - Agent Name and Automatic Number Identification (ANI = incoming phone number). All PII data is encrypted upon being captured and encrypted through the data's lifecycle.

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

Address  
Adoption Taxpayer Identification Number  
Alien Registration Number  
Bar Codes  
Citizenship or Migration Status  
Driver's License Number  
Email Address  
Employer Identification Number  
Employment Information  
Family Members  
Federal Tax Information (FTI)  
Financial Account Number  
Geographical Indicators  
Individual Taxpayer Identification Number (ITIN)  
Internet Protocol Address (IP Address)  
Language  
Name  
Preparer Taxpayer Identification Number (PTIN)  
Professional License Number  
Social Security Number (including masked or last four digits)  
Standard Employee Identifier (SEID)  
Tax ID Number  
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

SSN for tax returns and return information - IRC section 6109

## Product Information (Questions)

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

No

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

Application

1.35 Is there a data dictionary for this system?

No

1.36 Explain in detail how PII and SBU data flow into, through and out of this system.

PII and SBU are captured when the user logs into the application. The application captures their SEID, to associate the reviewers' name to the submitted evaluation.

The agent and taxpayer spoken words are captured by the servers, which capture audio to be reviewed.

1.4 Is this a new system?

No

1.5 Is there a Privacy and Civil Liberties Impact Assessment (PCLIA) for this system?

No

1.8 If the system is on the As-Built-Architecture, what is the ABA ID of the system? If this PCLIA covers multiple applications shown on the ABA, please indicate the ABA ID for each application covered separated by a comma.

210230

1.9 What OneSDLC State is the system in (Allocation, Readiness, Execution)?

Execution

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

Infrastructure Executive Steering Committee (IESC)

3.1 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?

No

3.3 Does this system use cloud computing?

No

3.6 Does this system interact with the public through a web interface?

No

3.7 Describe the business process allowing an individual to access or correct their information.

All users must submit a BEARS request for access to the application. This is a contact recording system; individuals are not able correct their information.

4.1 Who owns and operates the system (IRS Owned and Operated, IRS Owned and Contractor Operated, Contractor Owned and Operated)?

IRS Owned and Operated

4.2 If a contractor owns or operates the system, does the contractor use subcontractors?

No

4.5 Identify the roles and their access level to the PII data. For contractors, indicate whether their background investigation is complete or not.

Users - Read Only Administrators - Administrator Access

4.51 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".

More than 100,000

4.52 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".

More than 10,000

4.53 How many records in the system are attributable to members of the public? Enter "Under 5,000", "5,000 to 10,000", "More than 10,000" or "Not applicable".

Not applicable

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

Users of the Contact Recording application have submitted a Business Entitlement Access Request System (BEARS) request, and their managers have signed off on the request to gain access to the application.

5.1 Please describe any privacy risks, civil liberties and/or security risks identified for the system that need to be resolved and what is the mitigation plan?

None

5.11 Is there a Risk Assessment Form and Tool (RAFT) associated with this system on file with your organization or the IRS Risk Office.

No

5.2 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 Recording

Incoming/Outgoing

Both

Transfer Method

Secure Data Transfer (SDT)

### Interface Type

IRS Systems, file, or database

Agency Name

Queuing Management System (QMatic)

Incoming/Outgoing

Incoming (Receiving)

Transfer Method

Secure Data Transfer (SDT)

### Interface Type

IRS Systems, file, or database

Agency Name

Contact Analytics

Incoming/Outgoing

Incoming (Receiving)

Transfer Method

Secure Data Transfer (SDT)

# Systems of Records Notices (SORNs)

## **SORN Number & Name**

Treasury .010 - Telephone Call Detail Records

Describe the IRS use and relevance of this SORN.

Contact Analytics (CA) / Contact Recording (CR) is a software application/tool/system for recording incoming telephone interactions between IRS customer service personnel and taxpayers or their representatives. CA/CR also records telephone contacts between IRS employees and the Employee Resource Center, on-site contractors with IRS accounts, and the Enterprise Service Desk (ESD). Phone conversations and related computer screen activity is recorded and then made available through a browser-based interface to managers and quality reviewers, enabling remote assessment of employee performance and customer service quality.

## Records Retention

What is the Record Schedule System?

Record Control Schedule (RCS)

What is the retention series title?

31 Customer Service

What is the GRS/RCS Item Number?

24

What type of Records is this for?

Electronic

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

IRS TAXPAYER ASSISTANCE RECORDED QUALITY CONTROL RECORDS (SUBJECT TO PRIVACY ACT OF 1974, 5 U.S.C. 552a). These records are created and maintained for use by managers and reviewers in the Taxpayer Assistance Centers (TAC), Field Sites, and Call Sites. Random recordings of taxpayer/customer service interface are used to measure and assess customer assistance. Records include audio digital recordings of conversations between IRS assistors and taxpayers who visit a Taxpayer Assistance Center (TAC), and the screen capture images of computer sites used to provide assistance.

What is the disposition schedule?

Destroy within 18 months when no longer need to evaluative or documentation purposes.

# Data Locations

What type of site is this?

System

What is the name of the System?

Contact Analytics / Contact Recording

What is the sensitivity of the System?

Sensitive But Unclassified (SBU)

What is the URL of the item, if applicable?

<https://impact360cacr.ccsd.irsnet.gov/wfo>

Please provide a brief description of the System.

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What are the incoming connections to this System?

Cisco Unified Contact Center Enterprise (UCCE) - The CA/CR platform captures the taxpayer/IRS agent interaction phone conversation (audio) and associated call data (agent name and originating phone number) from the UCCE environment.

What are the outgoing connections from this System?

The capture audio recording is sent to the Contact Analytics components, so that the conversation can be transcribed.