

Service Interactions Processed Electronically

This measure gauges the extent to which the total number of service interactions conducted by taxpayers across all IRS service channels, including the internet, phone, walk-in and mail, are processed electronically on IRS.gov. The IRS long term strategy for electronic tax administration is ultimately to increase the share of taxpayer service interactions accomplished electronically, which should bring about better and faster service to taxpayers, and resource savings to the IRS. The IRS target is to have at least 50 percent of all such interactions processed in an electronic manner by the year 2017.

