



State of Wisconsin • DEPARTMENT OF REVENUE

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For Immediate Release

April 21, 2014

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Revenue Receives National Technology Award

The Wisconsin Department of Revenue recently received the 2014 Technology Award from the Federation of Tax Administrators (FTA). The award recognized the department for its WI Revenue mobile app and use of an Electronic Receptionist in the Milwaukee Customer Service office.

"We are honored to receive this award," said Revenue Secretary Richard Chandler. "We have worked hard to enhance our services to customers, and the WI Revenue mobile App and Electronic Receptionist make our services more accessible and improve interactions at our Milwaukee office."

The [WI Revenue mobile app](#) was launched in 2013 and offers access to popular online services like refund lookup, estimated payments information, location of volunteer tax preparation sites, latest videos and news updates, and department contacts. The WI Revenue mobile app is available from your Apple or Android App Store.

The Electronic Receptionist began in November 2013 as a way to handle increased customer service traffic at the Department of Revenue's office in Milwaukee. The Electronic Receptionist allows staff to preview the reason for a customer's visit, which helps assure they are paired with the DOR staff most appropriate to assist the customer.

These initiatives have resulted in big impacts:

- Milwaukee Customer Service staff has assisted more than 4,500 customers in the first quarter of 2014 without significant wait times and in a comfortable manner, improving customer and employee satisfaction.
- Since its launch in 2013, the WI Revenue mobile app has been downloaded more than 14,000 times, providing users with mobile access to DOR's most popular services.

In awarding Wisconsin DOR with the 2014 Technology Award, the FTA noted these initiatives involved "out of the box" thinking that resulted in easily achievable applications of technology.

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