

**FULL REPORT**

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**10,000+ CALLS**

**IRS AUTOMATED  
COLLECTION SYSTEM**

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**KEYING FINDINGS**

**— & —**

**LESSONS LEARNED**





# Summary of Key Findings

One of the more frustrating tasks of your job is calling the IRS on your clients' behalfs.

These calls can take a significant amount of time and often prove to be major time investments. But, they are a necessary evil in this line of work.

Fortunately for you, IRS calls are our specialty, and we have access to valuable information that will help you handle this aspect of work. In this report, we are sharing data from thousands of calls to the IRS. From our findings, you will be able to save time on hold and negotiate cases faster than ever before.

## ACS Collections for Business

- The average hold time or ACS for Business was over 70 minutes (8 AM Eastern to 8PM Pacific).
- You can have up to a 35% disconnect rate during peak season (November, December)
- The 35% disconnect rate pushes your effective hold time to 108 minutes. This includes the time wasted having to call back and try again.

## ACS Collections for Individuals

- The average hold time or ACS for Individuals was over 70 minutes (8 AM Eastern to 8 PM Pacific).
- You can have up to a 19% disconnect rate during peak season (November, December)
- The 19% disconnect rate pushes your effective hold time to 87 minutes. This includes the time wasted having to call back and try again.

## General Findings

- The absolute best time of the week to call is Friday after 8 PM Eastern.
- A call at 8 AM Eastern is only on hold for an average of 38 minutes, the shortest hold for any time during a standard work day.
- The line is open from 8 AM Eastern to 8 PM Pacific, but your open and close time depend on your area code's time zone.
- Call length on Friday evenings is shorter than any other weekday.
- There is a significantly higher number of calls of Mondays and Tuesdays resulting in fewer successful calls.

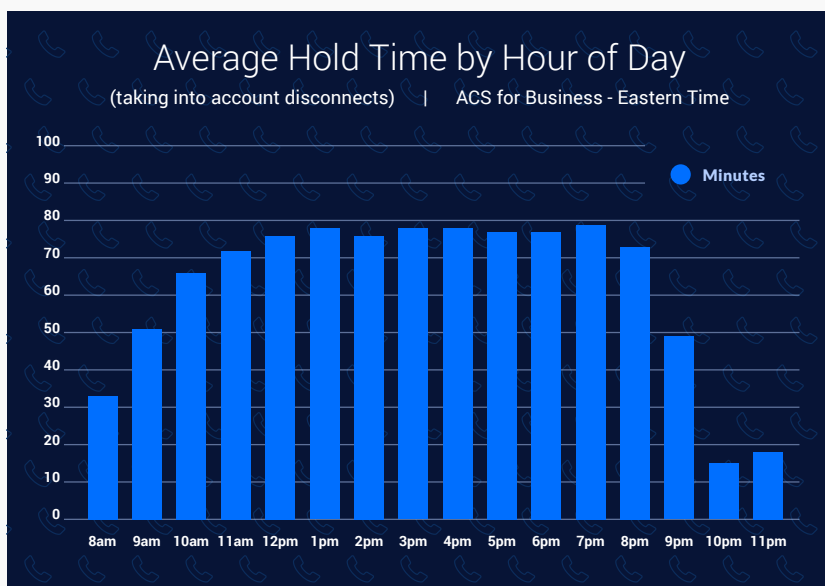


# IRS Hold Times

## ACS for Business vs. ACS for Individuals

In our study, the average wait time for a call to the IRS Automated Collections for Business and Automated Collections for Individuals lines were both just over 70 minutes.

When you take into account having to call back if you get disconnected, you'll see an effective hold time of a staggering 108 minutes to get through to an agent on the ACS for Businesses and 87 minutes for ACS for Individuals.



### ACS for Business



**108 Minutes**

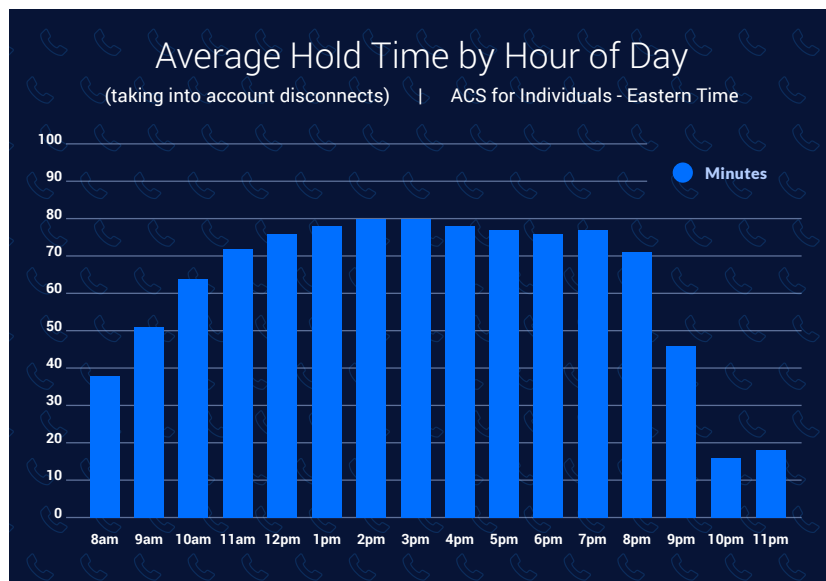
Average effective hold time for ACS for Businesses (taking into account disconnects)

### ACS for Individuals



**87 Minutes**

Average effective hold time for ACS for Individuals (taking into account disconnects)

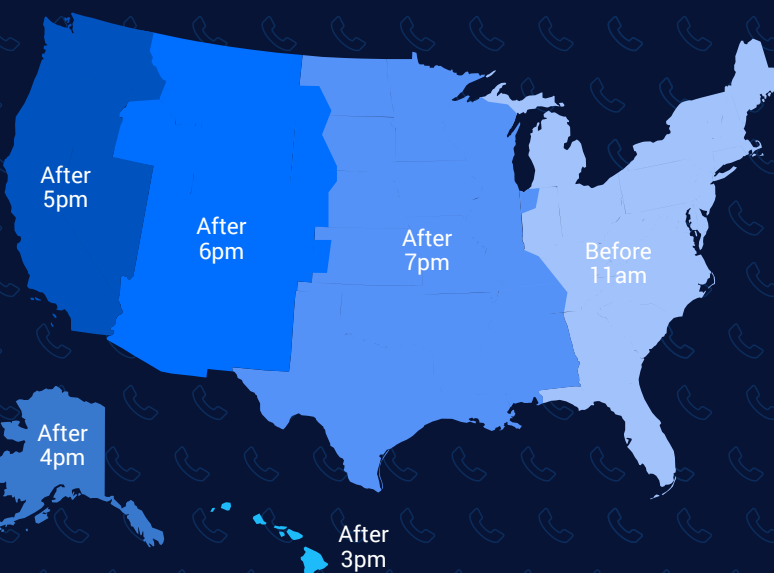


Although the hold times varied slightly between the two lines, the overall trends are almost identical. Hold times climb steadily in the hours after opening and stay near the peak for most of the day.

It's not until after 8 PM Eastern that hold times begin to drop. This is because at 8 PM Eastern, ACS is closed for the Eastern time zone, which accounts for 47% of the US population, but the IRS is still taking calls for the rest of the United States.

In general, these are the best times to call the IRS Collections number.

## Best Time Of Day To Call By Time Zone



## Key Findings

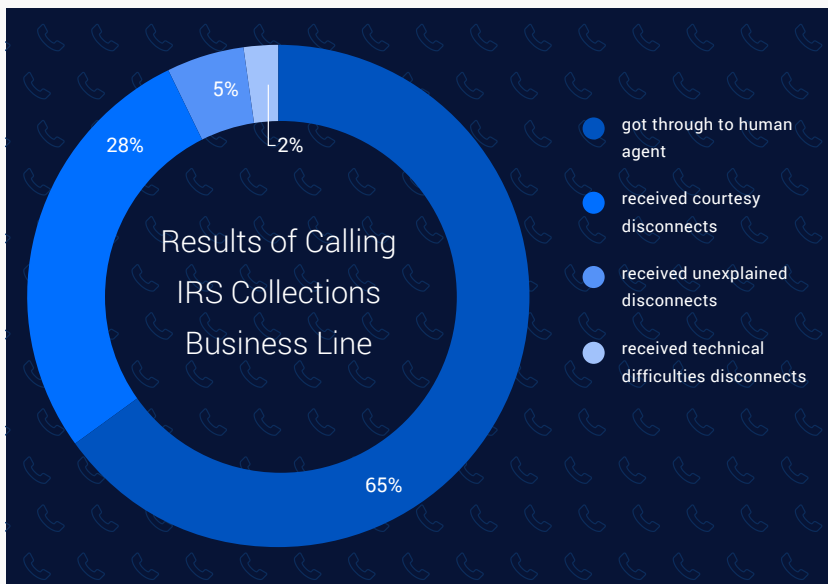
- Calls between 8 and 9 AM Eastern Time had the shortest wait for an East Coast caller
- Calls after 9 AM jump significantly with calls over 50 minutes and as much as 80 minutes from around 1 PM to 5 PM.
- Once the Collections office closes at 8 PM (for East Coast callers), we see a drop in hold times. The IRS is effectively closed for 47% of all Americans who live in the Eastern time zone.
- California callers should call after 5 PM Pacific time to reduce their hold time.

# IRS Call Results

## ACS for Businesses vs. ACS for Individuals

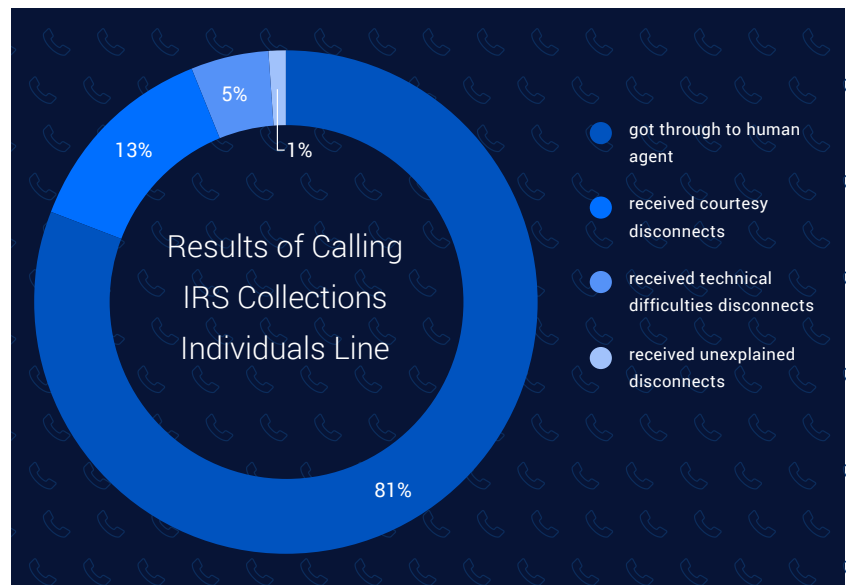
Out of the 10,000 calls, disconnects on the IRS ACS for business line were highest from November 2016 – December 2016.

During this period, only 65% of calls to ACS for Businesses were able to get through to a human—more than one-third of our calls were disconnected. During that same period, 81% of our calls to the ACS for Individuals line made it through to a human agent.



### ACS for Business

### ACS for Individuals



# Overview of Disconnection Types

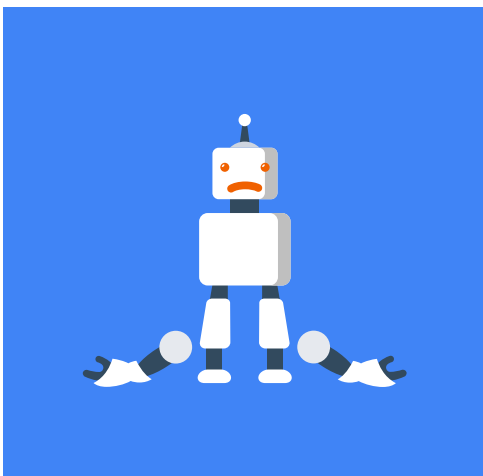


## IRS Courtesy Disconnects

We often received a message asking us to try calling back at a later time or the next business day due to the extreme call volume on the topic of choice. They call this a “courtesy disconnect”. The exact text is:

“ We’re sorry, but due to extremely high call volume in the topic you requested, we’re unable to handle your call at this time. Please try again later or on our next business day. You can also visit us on the web at [www.irs.gov](http://www.irs.gov). Thank you.

These courtesy disconnects are fairly infuriating and usually not much of a courtesy since we also found that most of these disconnects occur after long wait times of up to 2 hours. If you are fortunate, you could get this message early in your call, but that wasn’t our experience.



## Brief Technical Difficulties

In about 5% of our calls, we received a disconnect message due to brief technical difficulties. The exact text is:

“ Due to brief technical difficulties, we cannot answer your telephone call at the present time. We apologize for any inconvenience. Please try your call again later. Thank you for calling the Internal Revenue Service.

Again, this could occur at any point during the call. Since technical problems are not scheduled, the disconnects happened abruptly throughout all wait times.



Only 1% of the calls we made resulted in disconnects for unexplained reasons. The drops appear to be random and happen unexpectedly.

## Unexplained Disconnects

Altogether, almost 20% of our calls ended without talking to an agent.







# Final Thoughts



The **IRS hold music** is probably one of the most-heard pieces of music with over 100 million calls a year and long hold times.



As popular as the IRS hold music is, maybe it's not for you. Consider trying enQ with FREE minutes and skip the beloved IRS hold music once and for all.



**Get started at [callenq.com](https://callenq.com)**

**Get Started**