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Governor

McKinley Wooten, Jr.
Secretary

April 1, 2026

MEMORANDUM

To: Joint Legislative Oversight Committee on General Government

From: McKinley Wooten, Secretary of Revenue

Subject: NC Department of Revenue Report on Customer Service

Overview

During the 2025 calendar year, the North Carolina Department of Revenue (DOR) continued its efforts to provide high-quality customer service by supporting taxpayers with timely, accurate, and accessible assistance. The Customer Service Division and the Taxpayer Assistance and Collection (TPAC) Division remained the primary points of contact for telephone inquiries, correspondence, and in-person interactions at service centers across the state.

The Knowledge, Education, and Outreach (KEO) Division supported these efforts by delivering comprehensive training for customer-facing staff and expanding educational resources for taxpayers. Through live presentations, on-demand webinars, and video resources available in English and Spanish, KEO ensured that internal employees and taxpayers received accurate, up-to-date information on tax laws and agency processes.

This report provides detailed performance metrics for customer calls, correspondence, service center interactions, quality assurance, employee training, outreach, and website engagement for the 2025 calendar year.

Phone Calls

The DOR operates a tiered call system in which Customer Service agents serve as the primary point of contact for most taxpayer inquiries. These agents address questions related to individual income, corporate and franchise tax, sales and use tax, withholding tax, refund status, notices, electronic services, and payment plans. TPAC agents address more technical and complex matters.

Phone Call Metric	Customer Service	TPAC	Totals
Calls Offered	718,177	73,615	**791,792**
Calls Answered	594,110	68,755	**662,865**
Average Answer Speed (min/sec)	11:22	03:48	**09:48**
First Call Resolution	81.8%	86.7%	**82.31%**

Correspondence

Customer Service and TPAC review and process written and electronically submitted correspondence and refer items to other divisions when appropriate. TPAC handles more complex correspondence requiring advanced review.

Correspondence Metric	Customer Service	TPAC	Totals
Total Resolved	209,532	50,902	**260,434**
Average Days to Resolve Once Received	4.35	4.05	**4.2**

Quality Assurance

The Department's Customer Service Quality Assurance (QA) team conducts regular evaluations of customer interactions to ensure accuracy, professionalism, and consistency in service delivery. QA reviews adherence to policy, technical accuracy, communication clarity, and overall customer experience. Findings are used to support coaching, reinforce best practices, and maintain high service standards.

For the 2025 calendar year, the QA program reported **an average score of 95.1%,** which meets expectations for quality assurance scorecards.

Walk-ins/Appointments

TPAC staff in eleven service centers across the state assist customers requiring in-person support for most tax types. Customers may request appointments online or visit as walk-ins during business hours. The Department resolves 97.7% of appointment requests in advance by contacting customers to resolve their issue before scheduling an in-person visit.

Service Center Assistance	
Walk-In	10,312
Appointment	248
Totals	**10,560**

Employee Training and Taxpayer Outreach

The Knowledge, Education, and Outreach (KEO) Division provides training to Customer Service and TPAC employees and develops educational materials for taxpayers statewide. Training includes classroom instruction, eLearning courses, resource documents, and updated policies and procedures. Outreach services include seminars, presentations, and on-demand content available in English and Spanish.

Employee Training	
Instructional courses	82
Participants attending courses	1,842
Total instructor training hours	643
Internal training videos	47

Taxpayer Outreach	
Live presentations provided	122
Participants attending	4,641
On-demand Outreach training videos	23
Total on-demand Outreach training video views	74,158
Recorded on-demand webinars provided	6
Total recorded on-demand webinar views	4,496

DOR Website	
Total Website Views	27,139,038
Average View Duration (mins/secs)	01:58

Conclusion

In 2025, the Department continued to support taxpayers through its primary customer service channels, including telephone assistance, written correspondence, and service center visits. These channels represent the core points of direct customer interaction and reflect the Department's ongoing commitment to providing timely, accurate, and accessible service.

Correspondence	260,434
Phone Calls	791,792
Walk-Ins	10,560
Total Customers Served	**1,062,786**

Additional taxpayer engagement and education were provided through outreach events, on-demand training resources, and extensive use of the Department's website, which continued to serve as a significant source of information and self service tools for the public.