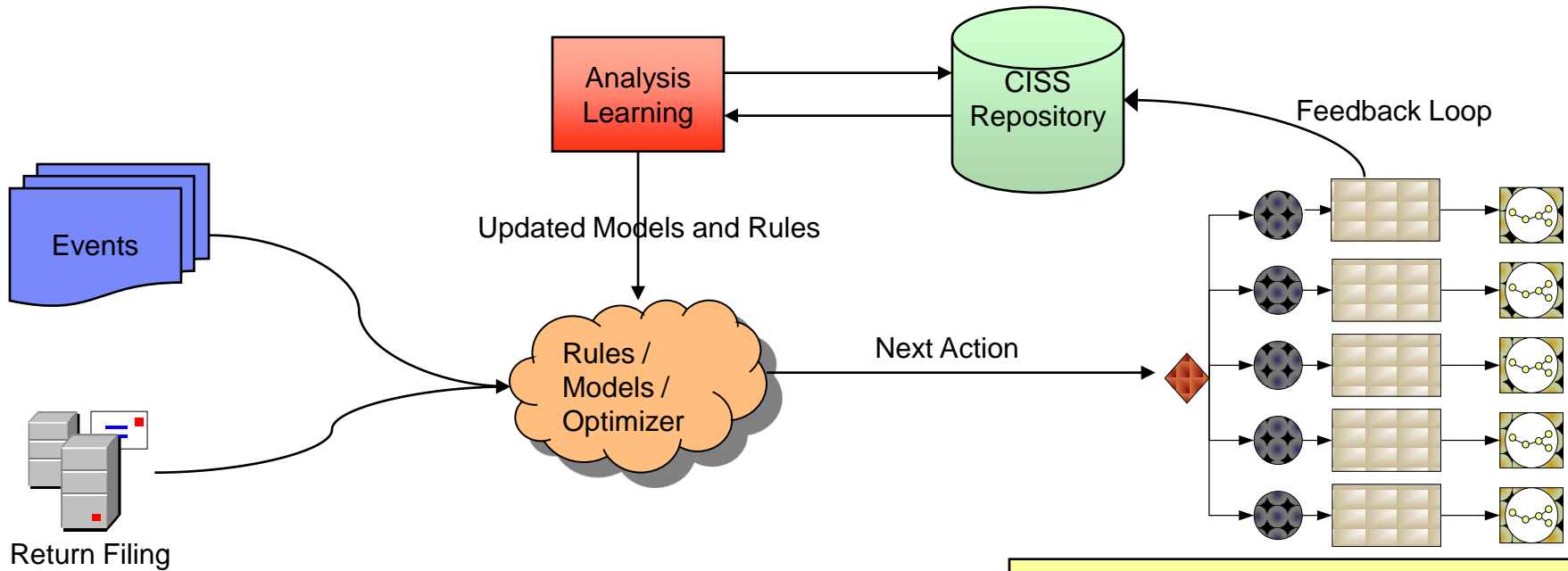CISS's primary objective is to incorporate mathematical business intelligence models to select, prioritize, and manage work

Process Server / Workflow

Analysis Learning

CISS Repository

Feedback Loop

Events

Updated Models and Rules

Return Filing

Rules / Models / Optimizer

Next Action

- Event driven approach to selection
- Near "real time reaction to events
- Any unit of work could apply

- User defined rules
- Business Intelligence Models
  - Predictive Models
  - Optimizer Models
- Optimize Inventory to perform actions that will yield the best reward across the entire inventory

- Drives the flow of a case through a work process
- Brings the Next Best Case to the user or automated process
- Apply user defined process rules when making routing decisions
- Interfaces with legacy system programs
- Process is in the users hands
- Utilizes Monitor for inventory reporting of Key Performance Indicators (KPI)

CISS 1 (audit) solution was developed to enhance existing methods for detecting questionable returns before issuing refunds

- ➢ **An end-to-end system for audit case selection, resolution, and post processing year analysis**

- ➢ **Business rules and predictive models are applied to categorize and score returns received nightly to:**
  - **Determine the "next best case"**
    - • **Based on all returns received not on a batch or daily basis**
    - • **Dynamic re-ranking of all potential cases nightly**
  - **Identify screener and auditor focus area**
  - **Trigger automated downstream processes**

- ➢ **Interactive web application for auditors to screen returns, work cases, and answer taxpayer inquiries**

- ➢ **Dependent Tree Application depicting the historical network of filings for a dependent claimed on a return**
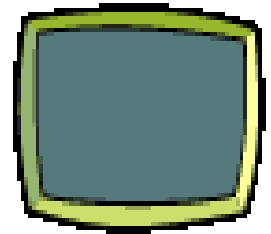
The implementation of the Refund Denial solution has provided improved taxpayer service, agency process improvements, and significant ROI

Refund Denial Solution Benefits

- ➢ **Increased Revenue - ($1.7 B in State Savings)**

- ➢ **Increased screener and auditor productivity**

- ➢ **Enhanced taxpayer correspondence (letters)**

- ➢ **Improved Call Center responsiveness**

- ➢ **Improved audit program management (operational and historical)**

  - ➢ **Ability for end users to change business rules**

  - ➢ **Improved ability to respond quickly to changes**

The CISS II (collections) solution is based on getting the right case to the right person at the right time, enabling them with the best tools and information

The solution provides:

➢ **an event driven end to end collection case management system that will:**

  ➢ Utilize the power of predictive models

  ➢ Provide an optimization engine to determine actions for cases

➢ **a better mechanism to allocate diminishing resources to optimize reward**

➢ **recommendations based on Taxpayer Behavior not a one size fits all linear process**

CISS for Collections has increased revenue and provided other benefits in the areas of resource allocation, …..

- **Benefits**

  - **Revenue Increase from Delinquent taxes 17.8% ($260.6 million) in two years since deployment**

  - Effective use of resources

    - Identify cases where automated actions can be taken limiting the manual case work to cases that need individual attention.

    - Assign cases based on skill sets of personnel

    - Ability to treat taxpayers as individuals instead of a number through the use of the taxpayer historical data captured in the taxpayer profile.

  - Get to the right cases in time

  - Place DTF in a better competitive position to collect the tax liability

  - Significant improvement to current case assignment process

The foundation exists that would allow case management systems to move off of CARTS and into the eMPIRE framework

➢ **Taxpayer Profile –** The collections project events has allowed us to paint a better picture of the taxpayer to support other DTF applications

  ➢ XML design allows for easy expansion
  ➢ New events can easily feed the profile as new segments

➢ **Protest Case Management**

  ➢ inventories can be reduced by

    ➢ no longer looking at simple tolerances
    ➢ examine history of taxpayers to make judgments for automated case resolution.

  ➢ Route cases based on complexity and other "next best" factors

➢ **Audit Case Management (Desk)**

  ➢ Expand on the Refund Denial concept to

    ➢ Include other audit programs.
    ➢ Manage cases and inventory using process server
    ➢ Provide the information and tools to resolve a case in one spot.

future?

Where Are We Going Next

➢ **Income Tax Residency Program –** The returns will be analyzed as they are filed.
- ➢ Immediately linked to 3rd Party Data
- ➢ Immediately available to be assigned
- ➢ Continuously updated universe of cases

➢ **Sales Tax Program –** The returns will be analyzed as they are filed and upon receipt of 3rd Party Data
- ➢ Immediately link to 3rd Party Data
- ➢ Immediately available to be assigned
- ➢ Ability to look at records outside the normal

➢ **Corp. Tax Program**

➢ **Imagination and Resources Are The Limit**

future?