REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF INTERNAL REVENUE
Quezon City

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January 24, 2024

REVENUE MEMORANDUM CIRCULAR NO. 33-2024

SUBJECT : **Availability of Additional Functionalities of the Contact Center Solution and Chatbot Revie**

TO : All Internal Revenue Officials, Employees and Others Concerned

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This Circular is being issued to inform taxpayers and others concerned on the availability of additional/enhanced functionalities of the BIR's Contact Center Solution and Chatbot Revie. These features aim to improve the Bureau's assistance to taxpayers through its Customer Assistance Division (CAD), particularly in addressing various tax queries, clarifications, and other tax concerns of the taxpaying public raised through calls and the 24/7 automated chat system. These functionalities include the following:

1. eAppointment – an online appointment booking system that can be accessed thru Chatbot Revie. It serves as another channel for taxpayers to book an appointment with their Revenue District Office (RDO) at their preferred date and time. Through the said functionality, taxpayers can avoid long queues in the RDO, as well as save time in transacting with the RDO.

2. Optimized Revie – Chatbot Revie was made interactive to make it more responsive to taxpayers' queries raised thru chats.

3. Enhanced eComplaint Monitoring System – monitors, consolidates and generates reports of all complaints received by the BIR from various complaint channels (i.e. 8888 Citizens' Complaint Center, Presidential Action Center, Anti-Red Tape Authority, DOF Hotline 8888, DTI, BIR eComplaint NO-OR, Contact Center ng Bayan and contact_us@bir.gov.ph)

4. Live Agent Co-Browse Functionality – enables taxpayers calling the BIR Hotline No. (02) 8538-3200 a visual step-by-step walkthrough by the attending CAD Agent on the tax return/form/eService they are using by sharing their desktop screen with the CAD Agent during a call. The Live Agent Co-Browse functionality is viewable at the lower right corner of the BIR Website (www.bir.gov.ph) home page. Please refer to **Annex A** for the steps to be followed in using the Live Agent Co-Browse Functionality.

All internal revenue officials and employees are hereby enjoined to give this Circular as wide a publicity as possible.

ROMEO D. LUMAGUI, JR.
Commissioner of Internal Revenue

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