



U.S. Citizenship and Immigration Services

USCIS Begins Implementing New Interactive Voice Response Telephone System

USCIS is introducing a new interactive voice response (IVR) telephone system today for English and Spanish calls to the USCIS Contact Center. The new IVR system personalizes the caller's experience by giving the caller the ability to:

- Speak to the system rather than selecting keypad options;
- Receive links for forms and information by email or text; and
- Provide real-time feedback through an optional survey.

We will implement the new system in phases, and, therefore, not all callers will interact with the new IVR system right away. Once fully operational, the system will increase efficiency for the USCIS Contact Center and improve customer experience by giving callers a greater range of self-service options. It should also reduce the time callers might have to spend on a call repeating themselves because of their accent or dialect or because of background noise.

The Contact Center's toll-free numbers will stay the same, and hours will remain the same for live assistance.

For more information, visit uscis.gov/contactcenter.

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