



Scott Walker
Governor

Richard G. Chandler
Secretary of Revenue

For Immediate Release

December 5, 2011

CONTACT: Stephanie Marquis 608-266-2300

Continued Focus on Customer Service Leads to New Website Design

Today, the Wisconsin Department of Revenue launched its new website at revenue.wi.gov. In an effort to improve customer service, the agency redesigned its website with a new look, improved layout and easier navigation.

"Based on feedback from customer surveys, focus groups, and search statistics, we have reorganized the content on our website to make it easier for our customers to find what they need," said Secretary Rick Chandler.

The content is now organized by customer groups, so customers can find everything they need quickly and easily. Additional updates include:

- A photo gallery *Headlines* player on the homepage
- Each customer page has recent messages or articles, important upcoming dates, and quick references to "How Do I..." topics
- Each customer page has online tools, forms and other content that is used or searched for routinely
- Links to tax information, forms, common questions, resources and references
- New search options to make it easier to find commonly-used forms and answers to common questions
- A one-stop *Contact Us* page has been added so customers can easily find customer service numbers or search by topic

All of the changes made to the website were completed internally by Revenue staff.

- END -