e-help Operation, Strategy, and Support
Customer Satisfaction Questionnaire

(For IRS administrator) Thank you for calling the E-help Survey.

A. Please enter your five-digit site code.

B. Please enter the resolution of this case from your perspective.
>   For completely resolved, press 1
>   For partially resolved, press 2
>   For not resolved, press 3
>   If you don't know, press 4

The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests. The OMB Control Number for this study is 1545-1432. Also, if you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to the, Internal Revenue Service, Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Ave. NW, Washington, DC 20224**.**

Thank you. Please transfer caller now

(For Respondent)

Press the star key when you are ready to take the survey.

Caller hears: Thank you for participating in this voluntary survey. This survey allows e-help customers to provide anonymous and confidential information to assist the IRS in improving its services. It will take less approximately 8 minutes to complete. During this survey you will be asked to rate the service you received from the IRS during this call

The following questions have to do with the e-help Desk's automated routing system. You may enter your response as soon as you know your answer.

>   Please rate the following questions using the following scale:
>>   If you were very satisfied, press 5
>>   For somewhat satisfied, press 4
>>   For neither satisfied nor dissatisfied, press 3
>>   For somewhat dissatisfied, press 2
>>   For very dissatisfied, press 1
>>   If you are not sure, press 9
>   *(scale will repeat after each rating item if a selection is not made immediately)*
>
>   Press the star key to repeat the question.

1.   Rate your satisfaction with the ease of locating the e-help desk telephone number?

2.   Rate your satisfaction with the ease of understanding the automated routing menu and instructions. (For 3, 4, or 5 Skip to Q2)

2a.   What about the automated menu or instructions were you least satisfied with? Begin speaking at the tone. Press any key when you are finished.

3.	Rate your satisfaction with finding the menu choice that fit your question or issue.

4.	Rate your satisfaction with the time it took to get through to an assistor when you called today. (For 3, 4, or 5 skip to Q5)

4a.	What about getting through to the e-help Desk were you dissatisfied with? Begin speaking at the tone. Press any key when you are finished.

5.	Did you get through to the right person? (If Yes, go to Q6)
		Yes, press 1
		No, press 2 (skip to Q7)
		Not sure, press 9 (skip to Q7)

6.	Rate your satisfaction with the time it took to get to the right person.

7.	Rate your satisfaction with the length of time it took to complete the call from when you first reached a help desk assistor. (For 3, 4, or 5 Skip to Q8)

7a.	What are the main reasons you gave this rating? Begin speaking at the tone. Press any key when you are finished.

Caller hears: The following questions have to do with the e-help Desk assistor with whom you spoke. If you spoke with more than one, please consider the assistor with whom you had the most contact. You may enter your response as soon as you know your answer.

8.	Rate your satisfaction with the knowledge of the assistor.
9.	Rate your satisfaction with the friendliness of the assistor.
10.	Rate your satisfaction with the assistor's willingness to help you with your issue
11.	Rate your satisfaction with the fairness with which you were treated.
12.	Rate your satisfaction with authority of the assistor to make decisions regarding your issue.
13.	Rate your satisfaction with getting all the information you needed during this call. (For 3, 4, or 5 skip to Q14)

13a.	What are the main reasons you gave this rating? Begin speaking at the tone. Press any key when you are finished.

14.	Everything considered, rate your overall satisfaction with the service you received during this call.

We would now like to know your opinions about various IRS E-services using the same 1 to 5 scale with 1 being very dissatisfied and 5 being very satisfied.

15. How satisfied are you with the IRS' Online registration?
16. How satisfied are you with the IRS' Transmitter test package

17. Overall, what can the e-help Desk do to improve services? Begin speaking at the tone. Press any key when you are finished.

Caller hears: There are just a few more questions left. Please listen carefully to the new response choices.

18. At the completion of your phone call, did you feel your issues were resolved?
    If you feel they were completely resolved, press 1
    For partly resolved, press 2
    For not resolved, press 3
    If you are not sure, press 9
    (For 1 or 9 skip to Q16)

18a. Why do you feel the issue was not completely resolved? Begin speaking at the tone.
Press any key when you are finished.

19. Including today, how many times have you called about this particular issue?
    Press 1 through 8 for the number of times you have called
    Press 9 for 9 or more times. (If one is pressed skip to Q20)

20. Did you get different answers to the same questions on different calls?
    Yes, press 1
    No, press 2
    Not sure, press 9

21. Did the e-help Desk assistor you spoke with know about what had been discussed on previous calls?
    Yes, press 1
    No, I had to start all over again, press 2

22. Not counting this survey, how many people at the e-help Desk did you speak to during this call?
    Press 1 through 4 for the number of people you spoke with.
        If you spoke with 5 or more, press 5
    If you are not sure, press 9

23. How many minutes did you spend on this call including any time on hold, but not including the time spent answering this survey?
    If less than 10 minutes, press 1
    10 to 20 minutes, press 2
    21 to 30 minutes, press 3
    30 minutes or longer, press 4

24. Was the wait time longer, shorter or just what you expected?
    Longer than you expected, press 1
    Shorter than you expected, press 2
    Just what you expected, press 3

25. Please enter the three-digit area code from where you are calling ==How will this data be used? May want to remove from survey.==

26. What is your professional role for this call
    For Electronic Return Originator, press 1
    For Enrolled Agent, press 2
    For Reporting Agent, press 3
    For Software Developer, press 4
    For Transmitter, press 5
    For Financial Institution, press 6
    For Government Agency, press 7
    For Certified Public Accountant, press 8
    If your role was not identified, press 9

27. What product did you require assistance with during this call
    For e-services, press 1
    For Forms 1040 e-file, press 2
    For Forms 941, 940 or 944, press 3
    For Forms 1120, 1041 or 1065, press 4
    For Excise Tax e-file (Forms 720, 2290 or 8849, press 5
    Electronic Federal Tax Payment System, press 6
    For Central Contractor Registration, press 7
    For any other reason, press 8

28. If possible, would you use the IRS web site to get the service you sought today? ==Nicole, please clarify. Do you mean would people use the IRS web site to look up a response? Please explain. Concerned that people will automatically say no given that they ultimately dialed in and may have tried searching for a response online. Perhaps better to ask if people tried to resolve their issue by searching for an answer online?==

    Yes, press 1
    No due to lack of internet access, press 2
    No because you prefer to speak with a person, press 3

29. If possible, would you use e-mail to get the service you sought today?
    Yes, press 1
    No due to lack of internet access, press 2
    No because you prefer to speak with a person, press 3