

IRS.gov IVR Customer Satisfaction Survey

CSR INVITATION SCRIPT:

We would like your feedback regarding your experience during this call. It is important that we hear from customers in a variety of situations to help us identify areas in need of improvement. May I forward you to our automated survey? It usually takes about 2 to 3 minutes to complete. Your participation in this survey is voluntary.

IVR SURVEY INTRODUCTION:

Thank you for staying on the line to complete this brief survey. Please press the # key to begin.

Using the numbers on your touch-tone phone, please answer the following questions about our service. Your answers will be recorded using our automated system. To repeat a question, press the star key. Enter your answer after you hear this tone [beep tone].

For the first few questions, we will use a 7-point scale where 7 means completely satisfied and 1 means not at all satisfied. Higher numbers mean higher satisfaction; lower numbers mean lower satisfaction. You may use any number from 1 to 7. Press 9 at any time to repeat the scale.

[If 9 is pressed at any time during the survey, play the following verbiage] Please use a scale where 7 means completely satisfied and 1 means not at all satisfied. Higher numbers mean higher satisfaction; lower numbers mean lower satisfaction. You may use any number from 1 to 7.

Q1: How satisfied were you with the time it took to reach a customer service representative?

Q2: How satisfied were you with the professionalism of the representative?

Q3: How satisfied were you with the representative's level of knowledge about your specific question or issue?

Q4: How satisfied were you with the amount of time it took the representative to handle your question or Web site issue?

Q5: Overall, how satisfied were you with today's experience calling the IRS Web Site Help Desk?

Q6: Which of the following best describes the purpose of your phone call? Please press . . .

1. e-File or Free File a Tax Return
2. Forms and Publications
3. Check the Status of Your Refund
4. Obtain General Tax Information
5. Other

Q7: Were you referred to this help desk by another IRS help line?

Q8: Including today's call, how many total calls have you made regarding this specific Web site issue or question? Please press . . .

1. One Call
2. Two Calls
3. Three Calls
4. Four or More Calls

Attachment 1

Q9: Was your Web site issue handled or your question answered today? Please press . . .

1. Yes
2. No
3. Partially, but not completely
4. Don't know or unsure

Q10: What could be improved about the service provided to you by the representative over the phone today? Please press . . .

1. Be more patient
2. Listen more carefully
3. Be more friendly
4. Other
5. No improvement needed

Q11: How likely you are to utilize the telephone Help Desk in the future for assistance with the IRS Web site? Please press . . .

1. Definitely will use
2. Probably will use
3. Probably will not use
4. Definitely will not use
5. Neutral

CLOSING SCRIPT:

That completes the survey. The Paperwork Reduction Act requires that the IRS display an OMB (Office of Management and Budget) control number on all public information requests along with the address where you can send comments regarding the study. The OMB number for this study is 1545-1432. If you have any comments regarding this study, please write to:

**IRS, Tax Products Coordinating Committee,
SE:W:CAR:MP:T:T:SP,
1111 Constitution Avenue, NW.
Washington, DC 20224**

Thank you for participating in our survey. Have a great day!