

## IRS.gov E-MAIL CUSTOMER SATISFACTION SURVEY

Thank you for taking the time to complete this survey regarding your experience with e-mailing the IRS.gov Web Site Help Desk.

INSTRUCTIONS: To complete this survey, simply select your responses from the lists provided by clicking on the appropriate answer with your mouse, or type your responses in the space provided. You can navigate through the survey using the forward and back buttons of your browser as well as the "Next" and "Back" buttons located at the bottom of each survey page. You may need to use the scroll bar, which will appear at the right side or bottom of your screen to view an entire question. Please answer all questions. Unanswered required questions will not allow you to continue until you provide an answer to that question.

Note: Please do not provide any personal information such as your name, Taxpayer Identification Number, Social Security Number, or address. We will not respond to tax or personal related inquiries submitted through this survey.

Please click the "Next" button below to continue.

### **Which of the following best describes the reason for your e-mail?**

1. e-File or Free File a Tax Return Questions
2. Electronic payment options/payment plans questions
3. Forms and publications questions
4. Scams/criminal investigation/fraud questions
5. To check the status of your refund
6. To obtain a copy of your return
7. To obtain general tax information
8. Other (please specify)

### **Which of the following best describes the type of IRS.gov web visitor you are?**

1. Individual
2. Business
3. Charities & Other Non-Profits
4. Government Entities
5. Tax Professionals
6. Retirement Planning Community
7. Tax Exempt Bond Community

### **Did you refer to any FAQs (frequently asked questions), Tax Topics, and/or Tax Trails before e-mailing the IRS.gov Help Desk?**

1. Yes
2. No

### **If yes, how helpful did you find the FAQs, Tax Topics, and/or Tax Trails you referred to?**

1. Extremely Helpful
2. Somewhat Helpful
3. Not Very Helpful
4. Not At All Helpful
5. No Opinion

### **Comments [Open Ended]**

**How easy was it to find the IRS.gov Web Site Help Desk e-mail address?**

1. Very Easy to Find
2. Somewhat Easy to Find
3. Not Very Easy to Find
4. Not At All Easy to Find
5. No Opinion

**Comments [Open Ended]**

**How satisfied were you with the tone of the responses you received from the Help Desk e-mail representative? (i.e., friendliness, level of concern, personalization)?**

1. 7 = Completely Satisfied
2. 6
3. 5
4. 4
5. 3
6. 2
7. 1 = Not At All Satisfied

**Comments [Open Ended]**

**How satisfied were you with the quality of the responses you received from the Help Desk e-mail representative? (i.e. grammar, attention to detail)**

1. 7 = Completely Satisfied
2. 6
3. 5
4. 4
5. 3
6. 2
7. 1 = Not At All Satisfied

**Comments [Open Ended]**

**Overall, how satisfied were you with your experience e-mailing the IRS.gov Web Site Help Desk?**

1. 7 = Completely Satisfied
2. 6
3. 5
4. 4
5. 3
6. 2
7. 1 = Not At All Satisfied

**Comments [Open Ended]**

**What could be improved about the service provided to you by the Help Desk?**

1. Tone of the response
2. Quality of the response
3. Speed of the response
4. Completeness of the response / Answer all of your questions / Address all of

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your issues

5. No improvement needed
6. Other (Please Specify)

### How long did it take the Help Desk to respond to your e-mail?

1. 24 hours or less
2. Between 1 and 3 days
3. Between 4 and 7 days
4. More than 7 days
5. Still waiting on a response
6. Don't Know / Not Sure

### Was your Web Site issue resolved or your question answered today?

1. Yes
2. No
3. Partially, but not completely
4. Don't Know / Unsure

### If not yes, how do you plan to resolve your issue?

1. By sending an additional e-mail to the Help Desk
2. By contacting the Help Desk via telephone
3. By contacting the Help Desk via live chat
4. Do not intend to make any additional contacts to the IRS.gov Web Site Help Desk
5. Contact a Tax Preparer
6. Visit an IRS Walk-in Site
7. Other (please specify)

### Including today's session, how many total times have you contacted IRS.gov via e-mail regarding this specific Web Site issue or question?

1. Once
2. Twice
3. Three Times
4. Four or More Times

### Where you referred to this help desk by another IRS help line?

### How likely you are to utilize the Help Desk e-mail contact in the future for assistance with the IRS Web Site?

1. Definitely Will Use
2. Probably Will Use
3. Probably Will Not Use
4. Definitely Will Not Use
5. No Opinion

### Comments [Open Ended]

### How likely you are to recommend the Help Desk e-mail feature to friends or family who need assistance with the IRS Web Site?

1. Definitely Will Recommend
2. Probably Will Recommend
3. Probably Will Not Recommend
4. Definitely Will Not Recommend
5. No Opinion

## **IRS.gov E-mail Satisfaction Survey**

### **Comments [Open Ended]**

**Please provide additional comments you would like to share with us today in regards to your e-mail experience? [Open Ended]**

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 taking the time to complete our survey.**

**Please click FINISH below to submit your responses. Have a great day!**