

OMB Package **CS-08-093C****A Customer Satisfaction Study For IRS Web Site Help Desk****Justification for Proposed Changes to Approved Survey Instrument**

IRS.gov Help Desk Survey (CS-08-093), was approved by OMB in May of 2008. Based on the findings, W&I/ETA propose to make changes to the survey instrument and again survey visitors to the site.

The burden and cost estimates for this data collection has not changed from the original submission, only the collection beginning and end dates. The proposed changes to the survey instrument are highlighted in the attachments and listed below for your convenience.

- Add a question asking if the user was referred to another IRS help line due to helpdesk scope
 - To help determine drivers for scores
- Free form text box to determine which FAQs the user viewed prior to contacting helpdesk
 - 60 – 70% of responders say that FAQs were not helpful
- Add survey link to the CSR closing text in chat rather than on next page
 - Response rate for Chat is very low right now. 143 out of 19k
 - Have CSR prompt user
- Add Tax Preparer and Walk in as options for the 'anticipated channel to resolve issue' question
 - Other was selected 45% of time