

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

Conducting the E-help Telephone Customer Satisfaction Survey

Assistor Responsibilities

1. When the call you are assisting has been selected for the survey, you will hear a "notify" tone in your headset and your ASPECT Teleset will show "SURVEY". Make a note of the four-digit extension number of the Quality Reviewer that notified you.
2. Complete your call as usual.
3. After the call is complete, read the following script exactly as written:
"This call has been randomly selected to participate in a brief survey regarding the service you received today. Your answers will help improve the service taxpayers receive when they call the IRS. The survey will take less than 8 minutes. May I transfer you to a Quality Assurance representative?"
4. Please see the "handling taxpayer concerns" section below to answer any taxpayer concerns about the survey.
5. If the caller declines to participate, thank him/her and terminate the call.
6. If the caller agrees to participate, use the following
 - a. "Thank you for agreeing to take this survey"
 - a. "May I ask if you have a touch tone phone?"
7. Once it is verified that the caller has a touch-tone phone tell them:
"To make sure that your answers are anonymous and confidential, we are directing your call to an automated survey. When you are connected, you will be asked to press the star key when you are ready to take the survey. Please hold for a few seconds while I transfer your call."

Dialing into outside phone survey vendor

1. Press "OUTSIDE LINE" on your ASPECT Teleset
2. Dial **800-598-0536**.
3. At the prompt, enter your site's 5-digit passcode. Enter only these 5 digits and press no other key. If you enter an incorrect 5-digit code, the system will prompt you to re-enter it. If you enter the code correctly, you will be asked one more question.
4. 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
5. You will then hear "Thank you. Please transfer call now"
6. "Press "Transfer" to connect the caller to the survey and then hang up.
7. The survey system will repeat the statement "Press the star key when you are ready to take the survey. "This is not for IRS staff; it is for the Taxpayer to press the star when they are connected.
8. If there are any problems with the 800# or the automated survey system just thank the caller and apologize for the inconvenience. Terminate the call then alert your site's QR staff and they will contact Jennifer Schranz from PCG (jschranz@pcgfirm.com or 602-371-8150) to investigate the problem.

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Handling taxpayer concerns

If the taxpayer

1. Expresses concern about how they were selected
Respond: "Your call was randomly selected prior to your calling the IRS."

2. Expresses concern for confidentiality
Respond: "All information is confidential. The responses on the questionnaire are not linked to any single individual."

3. Asks how the information will be used
Respond: "The IRS is trying to improve its service to the American public. A first step in this process is to gather reliable information from those who've had contact with the IRS."

4. Expresses concern for reprisal
Respond: "You will not be identified or penalized whether or not you decide to participate."

5. Asks to be called back later
Respond: "Because you would be transferred into an automated survey, we would be unable to call you back at a later time. This is the only opportunity we have to survey you."