

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.

**e-help Operation, Strategy, and Support
Customer Satisfaction Questionnaire
Final 9/02/09**

(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

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 to assist the IRS in improving its e-help Desk services. The responses you provide are anonymous. The survey will take less than 8 minutes to complete.

During this survey you will be asked to rate the service you received today from the e-help Desk.

Please rate the 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.

You may press the pound key to go back to the previous question to change your answer if necessary.

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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.

1. Rate your satisfaction with the ease of locating the e-help Desk telephone number.
2. Rate your satisfaction with finding the menu choice that fit your problem or issue.
3. Rate your satisfaction with the time it took to get through to an assistor.
4. 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
5. Did you get through to the right person?
Yes, press 1 (go to Q6)
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. (For 3, 4, or 5 Skip to Q7)
- 6a. 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.

7. Rate your satisfaction with the knowledge of the assistor.
8. Rate your satisfaction with the professionalism 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 the authority of the assistor to make decisions regarding your issue.
13. Everything considered, rate your overall satisfaction with the service you received during this call.

- 13a. Overall, what can the e-help Desk do to improve services? Begin speaking at the tone. Press any key when you are finished.

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

14. At the completion of your phone call, did you feel your issues were completely resolved, partially resolved or not resolved?
If you feel they were completely resolved, press 1 (skip to Q15)
For partly resolved, press 2
For not resolved, press 3
If you are not sure, press 9

- 14a. What are the main reasons you gave this rating? Begin speaking at the tone. Press any key when you are finished.

15. Including today, how many times have you called about this particular issue?
Press 1 through 8 for the number of times you have called. (If one is pressed skip to Q18)
Press 9 for 9 or more times.
16. Did the e-help Desk assistor with whom you spoke with TODAY know about what had been discussed on previous calls?
Yes, press 1
No, I had to start all over again, press 2
17. Did you get different answers to the same questions on different calls?
Yes, press 1
No, press 2
Not sure, press 9
18. 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
31 minutes or longer, press 4
19. What is your professional role for this call?
For Electronic Return Originator, press 1
For Enrolled Agent, Certified Public Accountant, or Lawyer, press 2
For Reporting Agent, press 3
For Software Developer, press 4
For Transmitter, press 5
For Large Corporation press 6
For Financial Institution, press 7

For Government Agency press 8
If your role was not identified, press 9

20. 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 Forms 720, 2290 or 8849 (Excise Tax e-file), press 5
For Electronic Federal Tax Payment System, press 6
For Central Contractor Registration, press 7
For any other reason, press 8

21. Did you visit the IRS website to attempt to solve your issue today before calling the e-help Desk?
Yes, press 1
No due to lack of internet access, press 2
No because you prefer to speak with a person, press 3

22. If possible, how likely would you be to use e-mail to get the service you sought today?
Very Likely, press 5
Somewhat Likely, press 4
Neither likely not unlikely, press 3
Not very likely, press 2
Not at all likely, press 1

23. If possible, how likely would you be to use an online chat system to get the service you sought today?
Very Likely, press 5
Somewhat Likely, press 4
Neither likely not unlikely, press 3
Not very likely, press 2
Not at all likely, press 1

Caller hears:

That completes the survey; however, we are required by law to report to you the OMB Control Number for this public information request. That number is XXXX-XXXX. In addition, if you have any comments about the time used to complete this survey or ways to improve the survey, you may write to the IRS.

24. Would you like the address to mail your comments?
If yes, press 1
If no, press 2

If yes, the caller hears:

Mail your comments to:

Internal Revenue Service
Tax Products Coordinating Committee

1111 Constitution Ave., NW, Room 6510-S
Washington DC 20224

To repeat this address, press 1.
Otherwise, press 2.

25. If you have tried unsuccessfully to resolve a problem with the IRS or if you have a complaint, you may contact the Taxpayer Advocate's office by calling a toll-free telephone number. If you would like the telephone number of the Taxpayer Advocate, press 1. Otherwise, press 2.

If 1, the caller hears:

The toll-free Taxpayer Advocate phone number is 1-877-777-4778.

To repeat this telephone number, press 1.
Otherwise, press

Thank you for participating in this survey. Your information will help improve the services provided by the IRS. Thank you. Goodbye.

Survey End