

## IRS.gov CHAT CUSTOMER SATISFACTION SURVEY

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

**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 chat session?**

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 contacting the Help Desk Live Chat Representative today?**

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

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### How easy was it to find the IRS.gov Web Site Help Desk Chat service?

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

### Please rate your level of agreement with the following statement: I found the process of establishing contact with the Help Desk Live Chat Representative quick and simple.

1. Strongly Agree
2. Somewhat Agree
3. Somewhat Disagree
4. Strongly Disagree
5. No Opinion

On a scale of 1 to 7 with 1 being "Not At All Satisfied" and 7 being "Completely Satisfied", please rate your level of satisfaction with the following:

### How satisfied were you with the time it took to connect with a Help Desk Live Chat Representative?

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

### How satisfied were you with the representative's ability to take care of your situation?

### How satisfied were you with the length of time it took the representative to respond to your questions or comments?

### Overall, how satisfied were you with your experience using the IRS.gov Web Site Help Desk Live Chat?

### What could be improved about the service provided to you by the Help Desk Live Chat Representative today?

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 your issues
5. Assurance during idle chat time that your issue or question was being looked into
6. No improvement needed
7. Other (Please Specify)

### How satisfied were you with the tone of the responses you received from the Help Desk Live Chat Representative?

1. 7 = Completely Satisfied
2. 6
3. 5
4. 4
5. 3

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6. 2
7. 1 = Not At All Satisfied

### **How satisfied were you with the quality of the responses you received from the Help Desk Live Chat Representative?**

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

### **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 trying an additional Help Desk chat session
2. By contacting the Help Desk via telephone
3. By contacting the Help Desk via e-mail
4. Do not intend to make any additional contacts to the IRS.gov Web Site Help Desk
5. Other (please specify)

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

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

### **How likely you are to utilize the Help Desk chat 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

### **How likely you are to recommend the Help Desk chat 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

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

## **IRS.gov Chat Satisfaction 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 taking the time to complete our survey.**

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