

## **ACS Small Business and Self-Employed**

Final 12-09-08

*(For IRS administrator)* Thank you for calling the ACS SBSE Survey.

Please enter your five-digit site code.

A. 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

B. Please enter the issue that the taxpayer called about.

For Levy, press 1

For Lien, press 2

For a Balance Due issue other than a Levy or Lien, press 3

For Taxpayer Assistance (that is, forms, mailing info, etcetera), press 4

For Payment Verification, press 5

For a Notice such as a TDI delinquency, press 6

For Other, press 13

If you don't know, press 14

Thank you. Please transfer caller now.

*(For Respondent)*

Press the star key when you are ready to take the survey (*to repeat in Spanish also*)

C. To take the survey in English, press 1

To take the survey in Spanish, press 2

### **Quality of Service Section**

*Caller hears:* Thank you for participating in this voluntary survey. This survey allows taxpayers to provide anonymous information to assist the IRS in improving its services. It will take less than 10 minutes to complete. During this survey you will be asked to rate the service you received from the IRS during this call.

Please rate the following 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

Press the star key to repeat the question.

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

Question 1 Did this call relate to a notice, bill, or letter you received recently from the IRS?  
If yes, press 1  
For no, press 2 (*Skip to Q4*)  
If you are not sure, press 9

Question 2 Please rate your level of satisfaction with the clarity of the notice, bill, or letter.

Question 3 Please rate your level of satisfaction with the tone of the notice, bill, or letter.

*Caller hears* The following questions have to do with the IRS's automated answering system. The response scale is the same. You may enter your response as soon as you know your answer.

Question 4 Rate your satisfaction with how easy it was to navigate the automated answering system menu and instructions.

Question 5 Rate your satisfaction with the time it took to get through to an IRS representative using the automated answering system.

Question 6 Rate your satisfaction with how well the automated answering system directed you to the correct representative.

*Caller hears* The following questions have to do with the IRS representative with whom you spoke. If you spoke to more than one representative, please consider the one with whom you spent the most time on the phone.

Question 7 Rate your satisfaction with the courtesy of the representative who handled your call.

Question 8 Rate your satisfaction with the professionalism of the representative in handling your issue.

Question 9 Rate your satisfaction with the representative's responsiveness in assisting you during this contact.

Question 10 Rate your satisfaction with the knowledge of the representative.

Question 11 Rate your satisfaction with the representative's ability to make decisions or resolve your issue.

Question 12 Did the representative explain the actions you need to take to resolve your

issue?  
If yes, press 1  
If no, press 2  
If not applicable, press 3  
*If select 1 go to Q13*  
*If select 2 or 3 skip to Q14*

Question 13 Did the representative explain what will happen if you do not take these actions?  
If yes, press 1  
If no, press 2  
If not applicable, press 3

Question 14 Rate your satisfaction with the length of time it took to complete your call from when you first reached a representative.  
*If select 1 or 2, go to Q15*  
*If select 3, 4, 5, or 9, skip to Q16*

Questions 15 If you think the time you spent on the phone with the representative was:  
Too short, press 1  
If you think it was too long, press 2

Question 16 As part of your resolution, are you required to follow-up with an additional phone call or mail-in correspondence?  
If yes, press 1 (*Go to Q17*)  
If no, press 2 (*Skip to Q18*)

Question 17 Rate your satisfaction with the amount of time you were given for follow up.

Question 18 Everything considered, whether you agree or disagree with the final outcome, rate your **overall satisfaction** with the service you received during this call.

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

Question 19 At the completion of your phone call, did you feel that the representative explained all the information or actions needed to resolve your issues?  
If you feel a complete explanation was provided, press 1  
    If a partial explanation was provided, press 2  
If no explanation was provided, press 3  
If you are not sure, press 9

Question 20 Not counting this survey, how many people at the IRS did you speak to during this call?

Press 1 through 4 for the number of people you spoke with.  
If you spoke with 5 or more people, press 5  
If you are not sure, press 9

Question 21 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

## **Demographic Questions**

Question 22 Are you the taxpayer or the taxpayer's representative?  
If you are the taxpayer, press 1  
If you are the taxpayer's representative, press 2

Question 23 This question is regarding the type of account you called about. Is the account about ...  
An individual who filed a short form, press 1  
An individual who filed a long form who is not self-employed, press 2  
An individual who filed a long form who is self-employed, press 3  
A business taxpayer, press 4  
Or an exempt organization, press 5

## **End Section**

Question 24 We often conduct research on behalf of the IRS and need participants like you. Would you be willing to participate in future research? If so, please provide us with your name and phone number. This information will be anonymous and used only for the purpose of market research. The IRS will not be given your name or phone number. You may receive a small monetary incentive to participate in future research projects.  
If you would like to participate, press 1 (*Go to Q24a*)  
If you do not want to participate, press 2 (*Skip to Q25*)

Question 24a Please type in your phone number:

Question 24b Please state and spell your first and last name:

*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 1545-1432. 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.

Question 25    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:  
Products Coordinating Committee  
Room #1R-6406  
1111 Constitution Avenue NW  
Washington, DC 20224

Question 25a    To repeat this address, press 1  
Otherwise, press 2

Question 26    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 phone 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.

Question 26a    To repeat this telephone number, press 1  
Otherwise, press 2

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

**Survey End**