

AUR Script

Monitor Section:

Step	Prompt Text	Response Categories	Skips
A	Thank you for accessing the AUR Toll-free Survey. Please transfer the caller now.		Transfer

Respondent Section:

Question #	Step	Prompt Text	Response Categories	Skips
	1	<p>Thank you for participating in this voluntary survey. This survey is being conducted by ICF International, an independent, third-party organization, to assist the IRS in improving its services. Your identity will remain anonymous to the IRS. Your information will be combined with all others who take the survey and will be shared only in total with the IRS. It will take less than 5 minutes to complete. During this survey you will be asked to rate the service you received from the IRS on this call.</p> <p>Please press the star key to repeat the question. You may enter your response as soon as you know your answer.</p>		Go to step 2
	2	<p>I am going to ask you several questions about your experiences during this call. Please answer the questions using the following scale:</p> <p>Press 5 for very satisfied Press 4 for somewhat satisfied Press 3 for neither satisfied nor dissatisfied Press 2 for somewhat dissatisfied Press 1 for very dissatisfied If you are not sure, press 9</p> <p>Again, press the star key to repeat the question. You may enter your response as soon as you know your answer.</p>	<p>PROGRAMMING NOTE: Repeating the Question and Scale</p> <p>Please program in a delayed reminder. If no key is pressed within 4 seconds, the respondent would hear, "I'm sorry. I didn't hear your response. Please press the star key to hear the question again. Please press the pound key to hear</p>	Go to step 3

			the scale again.” If still no response after another 4 seconds, the respondent would hear, “I’m sorry. I still did not hear your response to this question. Let’s move on to the next question.”	
Q1	3	Everything considered, rate your overall satisfaction with the service you received during this call.	[Satisfaction 1-5, 9 scale]	Go to step 4
Q2	4	This question relates to the IRS’s automated answering system. Rate your satisfaction with the ease of understanding the automated answering system menu and instructions. Please press the star key to repeat the question. Please press the pound key to repeat the scale.	[Satisfaction 1-5, 9 scale] NOTE: In addition to Delayed Reminder options above, add the instructions to Q4 as the first reminder.	Go to step 5
	5	These 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.		Go to step 6
Q3	6	Rate your satisfaction with the courtesy of the representative who handled your call.	[Satisfaction 1-5, 9 scale]	Go to step 7
Q4	7	Rate your satisfaction with the professionalism of the representative who handled your call.	[Satisfaction 1-5, 9 scale]	Go to step 8
Q5	8	Rate your satisfaction with the representative’s willingness to help you with your issue.	[Satisfaction 1-5, 9 scale]	Go to step 9
Q6	9	Rate your satisfaction with the knowledge of the representative.	[Satisfaction 1-5, 9 scale]	Go to step 10
Q7	10	Rate your satisfaction with how clearly the IRS representative explained your issue.	[Satisfaction 1-5, 9 scale]	Go to step 11
Q8	11	Rate your satisfaction with how well the IRS representative listened to your concerns.	[Satisfaction 1-5, 9 scale]	Go to step 12

Q9	12	Rate your satisfaction with how clearly the IRS representative explained the next steps in resolving your discrepancy.	[Satisfaction 1-5, 9 scale]	Go to step 13
Q10	13	Rate your satisfaction with the length of time it took to complete your call from when you first	[Satisfaction 1-5, 9 scale]	If 1 or 2, go to step 14 If 3, 4, 5, go to step 16

		reached a representative.		
Q11	14	Did you feel call the time you spent on the phone with the representative was too long, too short or about right?	For Too long, press 1 For Too short, press 2 For about right, press 3 If You Are Not Sure, press 4	If 1 or 2, go to step 15 If 3 or 4, go to step 16
Q12	15	Please tell us why you feel that way. Begin speaking at the tone. Press any key when you are finished.	[WAV Capture]	Go to step 16
Q13	16	What was the reason you called <i>today</i> ? You may enter your response as soon as you know your answer.	If to say you agree with the notice or letter but cannot pay, press 1 If to request an explanation of the notice or letter, press 2 If to request an extension to reply , press 3 If to request a copy of the notice or letter, press 4 If to check if the IRS has received the information you mailed or faxed in, press 5 If you called to receive a status update of your case, press 6 If you called for any other reason, press 7 To hear these choices again, press the pound key	If 2 then go to step 17, else go to step 18.
Q14	17	Was the last notice you received from the IRS sent to you by regular or certified mail?	If regular mail, press 1 If certified mail, press 2 If you're not sure, press 3	Go step 18
Q15	18	What could the IRS do to make the letter or notice you called about clearer? Begin speaking at the tone. Press any key when you are finished.	[WAV Capture]	Go to step 19
Q16	19	Including today, how many times have you called and discussed the particular issue raised in your notice or letter with an IRS representative?	Press 1 through 4 for the number of times you have called Press 5 for 5 or	Go to step 20

			more times	
Q17	20	How many minutes did you spend on this call today 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 To hear these choices again, press the pound key.	Go to step 21
Q18	21	Did the IRS representative answer all your questions today?	For Yes, press 1 For No, press 2 If You Are Not Sure, press 3	If 2 or 3 go to step 22, if 1 then go to step 23
Q19	22	What information did you need that the IRS representative did not provide? Begin speaking at the tone. Press any key when you are finished.	[WAV Capture].	Go to step 23
Q20	23	Will the information you received today eliminate the need for further calls on this issue?	For Yes, press 1 For No, press 2 If You Are Not Sure, press 3	Go to step 24
Q21	24	Overall, how well did the IRS meet your expectations during your call today? For Much better than expected, press 5 For Better than expected, press 4 For As expected, press 3 For Worse than expected, press 2 For Much worse than expected, press 1		If 1 or 2 then go to step 25; otherwise go to step 26.
Q22	25	Please share how the IRS can improve so that they would have better met your expectations during your call today. Begin speaking at the tone. Press any key when you are finished.	[WAV Capture]	Go to Step 26
Q23	26	The IRS continually looks for ways to improve its service to taxpayers who contact them. We would like to give you an opportunity to provide comments or suggestions for improvements. We welcome your feedback. You can begin speaking at the tone. Press any key when you are finished.	[WAV Capture]	Go to step 27
Q24	27	The IRS periodically asks ICF to do additional research on tax or service related issues. We often	If you would like to participate, press 1.	If 1, go to step 28 If 2, go to step 32

		need to find respondents for this research. Would you be willing to participate in future research? If so, please provide us with your phone number and email address if you have one. This information will be anonymous to the IRS and used only for the purpose of survey research. Research participants may receive a small monetary incentive to participate depending on the research project.	If you do not want to participate, press 2.	
Q25	28	Please enter your 10-digit telephone number, including area code.	[Enter 10 digits]	Go to step 29
	29	You entered: (XXX) XXX-XXXX	If this is correct, press 1. To re-enter, press 2.	Go to step 30
Q26	30	Please state and spell your e-mail address. Press any key when you are finished.	[WAV Capture]	Go to step 31
Q27	31	Please state and spell your first and last name. Press any key when you are finished.	[WAV Capture]	Go to step 32
	32	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.		Go to step 33
Q28	33	Would you like the address to mail your comments?	If Yes, press 1 If No, press 2	If 1, go to step 34 If 2, go to step 35
	34	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.	Go to step 35
Q29	35	If you have been unable to resolve any specific problems with your tax matter through the normal IRS channels, or now face a significant hardship due to the application of the tax law, we encourage you to contact the Taxpayer Advocate Service toll-free telephone number.	If you would like the telephone number of the Taxpayer Advocate, press 1. Otherwise, press 2.	If 1, go to step 36 If 2, go to step 37
	36	The Toll-Free Taxpayer Advocate	To repeat this	Go to step 37

		phone number is 1-877-777-4778.	telephone number, press 1. Otherwise, press 2.	
	37	Thank you for participating in this survey. Your information will help improve the services provided by the IRS. On behalf of the IRS and ICF International, thank you. Goodbye.		

CCE Script

Monitor Section:

Step	Prompt Text	Response Categories	Skips
A	Thank you for accessing the CCE Toll-free Survey. Please transfer the caller now.		Transfer

Respondent Section:

Question #	Step	Prompt Text	Response Categories	Skips
	1	<p>Thank you for participating in this voluntary survey. This survey is being conducted by ICF International, an independent, third-party organization, to assist the IRS in improving its services. Your identity will remain anonymous to the IRS. Your information will be combined with all others who take the survey and will be shared only in total with the IRS. It will take less than 5 minutes to complete. During this survey you will be asked to rate the service you received from the IRS on this call.</p> <p>Please press the star key to repeat the question. You may enter your response as soon as you know your answer.</p>		Go to step 2
	2	<p>I am going to ask you several questions about your experiences during this call. Please answer the questions using the following scale:</p> <p>Press 5 for very satisfied</p>	<p>PROGRAMMING NOTE: Repeating the Question and Scale Please program</p>	Go to step 3

Press 4 for somewhat satisfied
 Press 3 for neither satisfied nor
 dissatisfied
 Press 2 for somewhat dissatisfied
 Press 1 for very dissatisfied
 If you are not sure, press 9

Again, press the star key to
 repeat the question. You may
 enter your response as soon as
 you know your answer.

in a delayed
 reminder. If no
 key is pressed
 within 4
 seconds, the
 respondent
 would hear, "I'm
 sorry. I didn't
 hear your
 response. Please
 press the star
 key to hear the
 question again.
 Please press the
 pound key to
 hear the scale
 again."
 If still no
 response after
 another 4
 seconds, the
 respondent
 would hear, "I'm
 sorry. I still did
 not hear your
 response to this
 question. Let's
 move on to the
 next question."

Q1	3	Everything considered, rate your overall satisfaction with the service you received during this call.	[Satisfaction 1-5, 9 scale]	Go to step 5
	4	THIS STEP IS FOR AUR ONLY.		
	5	These 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.		Go to step 6
Q2	6	Rate your satisfaction with the courtesy of the representative who handled your call. Please press the star key to repeat the question. Please press the pound key to repeat the scale.	[Satisfaction 1-5, 9 scale] NOTE: In addition to Delayed Reminder options above, add the instructions to Q6 as the first	Go to step 7

Q3	7	Rate your satisfaction with the professionalism of the representative who handled your call.	reminder. [Satisfaction 1-5, 9 scale]	Go to step 8
Q4	8	Rate your satisfaction with the representative's willingness to help you with your issue.	[Satisfaction 1-5, 9 scale]	Go to step 9
Q5	9	Rate your satisfaction with the knowledge of the representative.	[Satisfaction 1-5, 9 scale]	Go to step 10
Q6	10	Rate your satisfaction with how clearly the IRS representative explained your issue.	[Satisfaction 1-5, 9 scale]	Go to step 11
Q7	11	Rate your satisfaction with how well the IRS representative listened to your concerns.	[Satisfaction 1-5, 9 scale]	Go to step 12
Q8	12	Rate your satisfaction with how clearly the IRS representative explained the next steps in resolving your discrepancy.	[Satisfaction 1-5, 9 scale]	Go to step 13
Q9	13	Rate your satisfaction with the length of time it took to complete your call from when you first reached a representative.	[Satisfaction 1-5, 9 scale]	If 1 or 2, go to step 14 If 3, 4, 5, go to step 16
Q10	14	Did you feel call the time you spent on the phone with the representative was too long, too short or about right?	For Too long, press 1 For Too short, press 2 For about right, press 3 If You Are Not Sure, press 4 [WAV Capture]	If 1 or 2, go to step 15 If 3 or 4, go to step 16
Q11	15	Please tell us why you feel that way. Begin speaking at the tone. Press any key when you are finished.		Go to step 16
Q12	16	What was the reason you called today? You may enter your response as soon as you know your answer.	To get an explanation of the letter you received, press 1 To let the IRS know you mailed or faxed documents in, press 2 To ask about the status of your case, press 3 To ask a general question or for any other reason, press 4 To hear these choices again, press the pound key.	If 1 then go to step 18, else go to step 19.

	17	THIS STEP IS FOR AUR ONLY		
Q13	18	What could the IRS do to make	[WAV Capture]	Go to step 19

		the letter or notice you called about clearer? Begin speaking at the tone. Press any key when you are finished.		
Q14	19	Including today, how many times have you called and discussed the particular issue raised in your notice or letter with an IRS representative?	Press 1 through 4 for the number of times you have called Press 5 for 5 or more times	Go to step 20
Q15	20	How many minutes did you spend on this call today 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 To hear these choices again, press the pound key.	Go to step 21
Q16	21	Did the IRS representative answer all your questions today?	For Yes, press 1 For No, press 2 If You Are Not Sure, press 3	If 2 or 3 go to step 22, if 1 then go to step 23
Q17	22	What information did you need that the IRS representative did not provide? Begin speaking at the tone. Press any key when you are finished.	[WAV Capture].	Go to step 23
Q18	23	Will the information you received today eliminate the need for further calls on this issue?	For Yes, press 1 For No, press 2 If You Are Not Sure, press 3	Go to step 24
Q19	24	Overall, how well did the IRS meet your expectations during your call today? For Much better than expected, press 5 For Better than expected, press 4 For As expected, press 3 For Worse than expected, press 2 For Much worse than expected, press 1		If 1 or 2 then go to step 25; otherwise go to step 26.
Q20	25	Please share how the IRS can improve so that they would have better met your expectations during your call today. Begin speaking at the tone. Press any key when you are finished.	[WAV Capture]	Go to Step 26
Q21	26	The IRS continually looks for ways to improve its service to taxpayers who contact them. We would like to give you an opportunity to provide	[WAV Capture]	Go to step 27

		comments or suggestions for improvements. We welcome your feedback. You can begin speaking at the tone. Press any key when you are finished.		
Q22	27	The IRS periodically asks ICF to do additional research on tax or service related issues. We often need to find respondents for this research. Would you be willing to participate in future research? If so, please provide us with your phone number and email address if you have one. This information will be anonymous to the IRS and used only for the purpose of survey research. Research participants may receive a small monetary incentive to participate depending on the research project.	If you would like to participate, press 1. If you do not want to participate, press 2.	If 1, go to step 28 If 2, go to step 32
Q23	28	Please enter your 10-digit telephone number, including area code.	[Enter 10 digits]	Go to step 29
	29	You entered: (XXX) XXX-XXXX	If this is correct, press 1. To re-enter, press 2.	Go to step 30
Q24	30	Please state and spell your e-mail address. Press any key when you are finished.	[WAV Capture]	Go to step 31
Q25	31	Please state and spell your first and last name. Press any key when you are finished.	[WAV Capture]	Go to step 32
	32	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.		Go to step 33
Q26	33	Would you like the address to mail your comments?	If Yes, press 1 If No, press 2	If 1, go to step 34 If 2, go to step 35
	34	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.	Go to step 35
Q27	35	If you have been unable to resolve any specific problems with your tax matter through the normal IRS channels, or now face a significant hardship due to the application of the tax law, we	If you would like the telephone number of the Taxpayer Advocate, press 1. Otherwise, press	If 1, go to step 36 If 2, go to step 37

encourage you to contact the Taxpayer Advocate Service toll-free telephone number. 2.

- 36 The Toll-Free Taxpayer Advocate phone number is 1-877-777-4778. To repeat this telephone number, press 1. Otherwise, press 2. Go to step 37
- 37 Thank you for participating in this survey. Your information will help improve the services provided by the IRS. On behalf of the IRS and ICF International, thank you. Goodbye.
