

CCE IVR Assistor Guide

Telephone Satisfaction Survey

SBSE and W&I CCE Telephone Employee Instructions

The telephone system will randomly select calls for inclusion in the survey process at the beginning of the call. Assistors will be notified their call was selected by a display on their Aspect screen (you will not hear an audible beep). The teleset display will show -"**Offer Cust Sat Survey**". The display will show throughout the call. Complete the call, as you normally would, then follow the procedures below before ending the call:

1. **After you have summarized the call with the taxpayer**, and before ending the call, read the following script to the taxpayer, **EXACTLY as written**:

This call has been randomly selected to participate in a brief automated survey regarding the service you received today. The primary purpose for requesting this information is to help the IRS improve its service to taxpayers. Responding to this survey is voluntary. However, if you do not answer all or part of the survey questions, the IRS may lack information it could use to improve taxpayer service. The survey will take less than ten minutes. Would you like to participate in the survey?

Thank you for agreeing to take this survey. To make sure that your answers are anonymous to the extent allowed by law, we are directing your call to an automated survey. Please hold for a few seconds while I transfer your call.

If any concerns surface from the taxpayer concerning the survey, please follow these guidelines:

If caller:	Your Response:
Expresses concern about how they were selected	Your call was randomly selected prior to your calling the IRS.
Expresses concern for anonymity	All information is anonymous. The responses on the questionnaire are not linked to any single individual.
Asks how the information will be used	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.
Expresses concern for reprisal	You will not be identified or penalized whether or not you decide to participate.
Asks to be called back later	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 gather your feedback.

CCE Toll-Free IVR SURVEY

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

Step	Prompt Text	Response Categories	Skips
1	<p>Thank you for participating in this voluntary survey. This survey is conducted by ICF International, an independent, third-party organization, 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 on the call you just completed.</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 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 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."</p>	Go to step 3
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	<i>THIS STEP IS FOR AUR ONLY.</i>		
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
6	Rate your satisfaction with the courtesy of the representative who handled your call.	[Satisfaction 1-5, 9 scale] NOTE:	Go to step 7

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	Please press the star key to repeat the question. Please press the pound key to repeat the scale.	In addition to Delayed Reminder options above, add the instructions to Q6 as the first reminder.	
7	Rate your satisfaction with the professionalism of the representative who handled your call.	[Satisfaction 1-5, 9 scale]	Go to step 8
8	Rate your satisfaction with the representative's willingness to help you with your issue.	[Satisfaction 1-5, 9 scale]	Go to step 9
9	Rate your satisfaction with the knowledge of the representative.	[Satisfaction 1-5, 9 scale]	Go to step 10
10	Rate your satisfaction with how clearly the IRS representative explained your issue.	[Satisfaction 1-5, 9 scale]	Go to step 11
11	Rate your satisfaction with how well the IRS representative listened to your concerns.	[Satisfaction 1-5, 9 scale]	Go to step 12
12	Rate your satisfaction with how clearly the IRS representative explained the next steps in resolving your audit.	[Satisfaction 1-5, 9 scale]	Go to step 13
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
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
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
16	What was the reason you called <i>today</i> ? 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	<i>THIS STEP IS FOR AUR ONLY</i>		
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
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
20	How many minutes did you spend on this call today including any time	If less than 10 minutes, press 1	Go to step 21

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	on hold, but not including the time spent answering this survey?	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.	
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
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
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
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.
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

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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
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. Our authority for requesting the information is 5 USC. and 26 USC 7801. The information you provide may be disclosed to an IRS contractor when authorized by law. The contractor is required to follow protections required by the Privacy Act and/or Internal Revenue Code section 6103. 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
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
30	Please state and spell your e-mail address. Press any key when you are finished.	[WAV Capture]	Go to step 31
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
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	To repeat this address, press 1. Otherwise, press 2.	Go to step 35

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