

Survey:
IRS TDC Chat
IA#: 30689
Date:
11/15/2018

SURVEY TYPE: Government – Desktop
Customer Service
(Chat)

Survey Q#	Type#	Topic Type
1	Standard	Satisfaction - Overall
2	Standard	Satisfaction - Expectations
3	Standard	Satisfaction - Ideal
4	Standard	Recommend
5	Standard	Chat Resolution
6	Custom	Call Help
7	Custom	Answer Quality
8	Custom	Speed
9	Custom	Professionalism
10	Custom	Improve
11	Custom	Additional Topics