




The text you see here will appear at the top and bottom of your survey, examples below.  
Default text is included and you may modify this text as needed.

Welcome and Thank You Text
<p style="text-align: center;"><b>Welcome Text</b></p> <p>Thank you for contacting the IRS customer service team. The feedback that you provide in this survey helps us know what we're doing well and where we can improve.</p> <p>Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.</p>
<p style="text-align: center;"><b>Thank You Text</b></p> <p>Thank you for taking our survey - and for helping us serve you better.</p> <p>Please note you will not receive a response from us based on your survey comments. All answers and comments will be used by the IRS to improve your experience.</p>
<p style="text-align: center;"><b>Example Desktop</b></p> <div style="border: 1px solid black; padding: 10px; margin: 10px;"><div style="text-align: center;"> <b>Customer Satisfaction Survey</b></div><p>Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.</p><p>Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.</p><p><i>Required questions are denoted by an *</i></p><hr style="border-top: 1px dashed black;"/><p>Thank you for taking our survey - and for helping us serve you better.</p><p>Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.</p><div style="text-align: center;"><input type="button" value="Cancel"/> <input type="button" value="Submit"/></div></div>

Model Name	IRS TDC Chat
Model ID	<b>NEW MEASURE</b>
Partitioned	Yes - 2MQ
Date	
Model Version	17.2.G

Label	Satisfaction Questions
	<b>Satisfaction</b>
1 <b>Satisfaction - Overall</b>	What is your <b>overall satisfaction</b> with this chat experience? (1=Very Dissatisfied, 10=Very Satisfied)
2 <b>Satisfaction - Expectations</b>	How well did your chat experience <b>meet your expectations</b> ? (1=Fell Short, 10=Exceeded)
3 <b>Satisfaction - Ideal</b>	How well did your experience <b>compare to an ideal chat</b> experience? (1=Not Very Close, 10=Very Close)
	<b>Recommend</b> (1=Very Unlikely, 10=Very Likely)
4 <b>Recommend</b>	How likely are you to <b>recommend this IRS chat service</b> to someone else?




Label	Element Questions

~~Red & Strike-Through~~: Delete  
Underlined & Italicized: Re-order  
Pink: Addition  
Blue: Reword



Label	Future Behaviors

<b>Model Name</b>	<b>Model Name</b>	<b>Red &amp; Strike-Through:</b> Delete	
<b>Model ID</b>	<b>Model ID</b>	<b>Underlined &amp; Italicized:</b> Re-order	
<b>Partitioned</b>	<b>Partitioned</b>	<b>Pink:</b> Addition	
<b>Date</b>		<b>Blue:</b> Reword	

QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
	chat_resolution		Was your issue resolved to your satisfaction?	Yes No	<b>B</b> <b>A</b>	Y	Radio button, one-up vertical	Skip Logic Group*	Chat Resolution
	call	<b>A</b>	Will you need to call the IRS for additional help?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Call Help
	answer_quality	<b>B</b>	<b>Please rate your level of satisfaction with the following attributes of our service:</b> Quality of Answers	1 – Very dissatisfied 2 – Somewhat dissatisfied 3 – Neither satisfied nor dissatisfied 4 – Somewhat satisfied 5 – Very satisfied		Y	Radio button, scale, no don't know		Answer Quality
	speed		Speed	1 – Very dissatisfied 2 – Somewhat dissatisfied 3 – Neither satisfied nor dissatisfied 4 – Somewhat satisfied 5 – Very satisfied		Y	Radio button, scale, no don't know		Speed
	professionalism		Professionalism	1 – Very dissatisfied 2 – Somewhat dissatisfied 3 – Neither satisfied nor dissatisfied 4 – Somewhat satisfied 5 – Very satisfied		Y	Radio button, scale, no don't know		Professionalism
	improve		If there was one thing we could do to improve your chat experience, what would it be?			N	Text area, no char limit		Improve
	additional_topics		What additional topics would you like to see supported by online live chat?			N	Text area, no char limit		Additional Topics