




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;">Welcome Text</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;">Thank You Text</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;">Example Desktop</p> <div style="border: 1px solid black; padding: 10px;"><p style="text-align: right;"></p><p style="text-align: center;">Customer Satisfaction Survey</p><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/><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><p style="text-align: center;"><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p></div>

Model Name	IRS TDC Chat
Model ID	cclwRI0gREZtlAxtAN1VFg4C
Partitioned	No
Date	
Model Version	17.2.G

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



Label	Element Questions

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



Label	Future Behaviors

Model Name IRS TDC Chat
 Model ID cclwRl0gREZtAxtAN1VFg4C
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 Blue: Rework



QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Type	Special Instructions	CQ Label
JHR8331Q001	fs_chat_resolution		Was your issue resolved to your satisfaction?	Yes No		yes no	Y	Radio button, one-up vertical	Skip Logic Group*	Chat Resolution
JHR8331Q002	fs_call	A	Will you need to call the IRS for additional help?	Yes No	A	visit_website_support none	Y	Radio button, one-up vertical	Skip Logic Group*	Call Help
JHR8331Q003	fs_answer_quality		Please rate your level of satisfaction with the following attributes of our service: Quality of Answers	1 – Very dissatisfied 2 – Somewhat dissatisfied 3 – Neither satisfied nor dissatisfied 4 – Somewhat satisfied 5 – Very satisfied		1 2 3 4 5	Y	Radio button, one-up vertical		Answer Quality
JHR8331Q004	fs_speed		Speed	1 – Very dissatisfied 2 – Somewhat dissatisfied 3 – Neither satisfied nor dissatisfied 4 – Somewhat satisfied 5 – Very satisfied		1 2 3 4 5	Y	Radio button, one-up vertical		Speed
JHR8331Q005	fs_professionalism		Professionalism	1 – Very dissatisfied 2 – Somewhat dissatisfied 3 – Neither satisfied nor dissatisfied 4 – Somewhat satisfied 5 – Very satisfied		1 2 3 4 5	Y	Radio button, one-up vertical		Professionalism
JHR8331Q006	fs_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
JHR8331Q007	fs_additional_topics		What additional topics would you like to see supported by online live chat?				N	Text area, no char limit		Additional Topics

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 Model ID cclwRl0gREZtAxTAN1VFg4C
 Partitioned No
 Date

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QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Type	Special Instructions	CQ Label
JHR8331Q001	fs_chat_resolution		Was your issue resolved to your satisfaction?	Yes No	B , C , D A	yes no	Y	Radio button, one-up vertical	Skip Logic Group*	Chat Resolution
JHR8331Q002	fs_call	A	Will you need to call the IRS for additional help?	Yes No		visit_website_support none	Y	Radio button, one-up vertical	Skip Logic Group*	Call Help
JHR8331Q003	fs_answer_quality	B	Please rate your level of satisfaction with the following attributes of our service: Quality of Answers	1 - Very dissatisfied 2 - Somewhat dissatisfied 3 - Neither satisfied nor dissatisfied 4 - Somewhat satisfied 5 - Very satisfied		1 2 3 4 5	Y	Radio button, one-up vertical	Skip Logic Group*	Answer Quality
JHR8331Q004	fs_speed	C	Speed	1 - Very dissatisfied 2 - Somewhat dissatisfied 3 - Neither satisfied nor dissatisfied 4 - Somewhat satisfied 5 - Very satisfied		1 2 3 4 5	Y	Radio button, one-up vertical	Skip Logic Group*	Speed
JHR8331Q005	fs_professionalism	D	Professionalism	1 - Very dissatisfied 2 - Somewhat dissatisfied 3 - Neither satisfied nor dissatisfied 4 - Somewhat satisfied 5 - Very satisfied		1 2 3 4 5	Y	Radio button, one-up vertical	Skip Logic Group*	Professionalism
JHR8331Q006	fs_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
JHR8331Q007	fs_additional_topics		What additional topics would you like to see supported by online live chat?				N	Text area, no char limit		Additional Topics

The client now wants to ask the questions on row 11, 16, 21 to everyone who takes the survey, so they no longer need to be included in the Skip Logic Group. Thanks!