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| **Survey: IRS Desktop BETA AB** |  | |  | |  |
| **I/A#: 30689** |  | |  | |  |
| **Date: 12/17/19** |  | |  | |  |
|  |  |  | |  | |
| **SURVEY TYPE: Desktop** |  |  | | | |
|  |  |  | |  | |
| **Survey Q#** | **Type#** | | **Topic Type** | |  |

1 Custom Role

2 Custom Reason

3 Custom Payment task

4 Custom Able to log in

5 Custom Prior contact for reason

6 Custom Satisfied with service

7 Custom Need addressed

8 Custom Easy to complete

9 Custom Reasonable time

10 Custom Increased confidence

11 Custom Easy to find info

12 Custom Easy to understand info

13 Custom Use as primary resource

14 Custom Other online services

15 Custom Suggestions