

<b>Survey Type</b>	Always On			
Property		UAT:		
Targeting Logic	<i>ex: URL, page path, parameter</i>			
<b>Page / Q. #</b>	<b>Include / Exclude</b>	<b>Survey Text</b>	<b>Required?</b>	<b>Answer Type</b>


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<b>Answer Choices</b>	<b>Condition</b>


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<b>Experience Cloud Field</b>	<b>Notes</b>


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Survey Type	Always On			
Property		UAT:		
Targeting Logic	<i>ex: URL, page path, parameter</i>			
Page / Q. #	Include / Exclude	Survey Text	Required?	Answer Type
		<b>Please rate your agreement with the following statements about your visit to IRS.gov today:</b>		
1	Include	This interaction increased my trust in the IRS.	Y	Scale 1-5
2	Include	I am satisfied with the service I received from IRS.gov.	Y	Scale 1-5
3	Include	My need was addressed.	Y	Scale 1-5
3.1	Include	Why was your need not addressed? Please do NOT provide any personal information (name, Social Security number, etc.) in your response.	N	Text
4	Include	It was easy to complete what I needed to do.	Y	Scale 1-5
5	Include	It took a reasonable amount of time to do what I needed to do.	Y	Scale 1-5
6	Include	Who are you visiting IRS.gov today as? (Select all that apply.)	N	Checkboxes

6.1	Include	Which situation best describes who you're helping? (Select all that apply.)	N	Checkboxes
7	Include	What was your reason for visiting IRS.gov today? (Select all that apply.)	N	Checkboxes
7.1	Include	Please indicate which specific payment tasks describe your visit today. (Select all that apply.)	N	Checkboxes



<b>Answer Choices</b>	<b>Condition</b>
	Only ask if the score on question 3 is a 1 or 2
Myself (individual) or on behalf of others (example: family member, spouse or client) Business (example: corporation, partnership, small business or my employer) Charity or non-profit organization (example: tax exempt entity or government entity) Tax professional (example: accountant, attorney, bank trust officer, enrolled agent, tax consultant or tax preparer) Other	

<p> Non-filer of a federal income tax return  First-time federal income tax return filer  Employee earning a wage or salary (Standard 1040 Filer)  Retiree  Earns self-employment income  Someone who has employees  Foreign national living in the United States  US taxpayer living abroad  Parent acting on behalf of a child  Active duty member of the military  Estate administrator acting on behalf of a deceased person  and/or their estate  Receives disability benefits </p>	<p> Only ask if respondent  answers "myself" from  question 6 </p>
<p> Refund status  Tax forms, publications, or instructions  Filing or filing information  Payments, payment plans or balance information  Tax records (tax transcript, account transcript, etc.)  Tools for tax professionals (e.g., e-services)  Free File information  Economic impact payment information  Tax Identification Number (EIN, PTIN, ITIN, etc.)  Penalties  Credits and deduction information  Amended tax return status or information  Identity theft, fraud, or scams  General tax information  Seek contact information  Child tax credit payment information  Other </p>	
<p> Make an online payment  Seek information about payment options  Set up an installment agreement or online payment  agreement  Look-up, modify, or cancel an existing payment  Look-up, modify, or cancel an existing payment agreement  Check my account balance  View my payment history  Seek contact information  Other </p>	<p> Only ask if respondent  answers "payments"  option from question 7 </p>



<p>Have not been in contact with the IRS for this reason</p> <ul style="list-style-type: none"> <li>Received a notice or letter from the IRS</li> <li>Called the IRS and spoke to a customer service representative</li> <li>Called the IRS and used the automated phone system to get information</li> <li>Visited an IRS office (Taxpayer Assistance Center)</li> <li>Used the IRS2Go Mobile App</li> <li>Visited IRS.gov</li> </ul>	
<ul style="list-style-type: none"> <li>I did not have to log in or create an account</li> <li>I successfully logged in or created an account</li> <li>I was unable to log in or create an account</li> </ul>	

<b>Experience Cloud Field</b>	<b>Notes</b>
	A-11
	A-11
	A-11
	A-11
	A-11










See updated BPP spec here: <https://docs.google.com/spreadsheets/d/1SumhmxFhmuGajNAclpmQqNfQol>

### MEDALLIA EXPERIENCE CLOUD

MEC Name	MEC Field ID	MEC Field Type
App ID (Mobile)	e_bp_digital_mobile_app_id_auto	Autoindexed Text
App Version (Mobile)	e_bp_digital_mobile_app_version_auto	Autoindexed Text
Browser Language	e_bp_digital_language_auto	Autoindexed Text
Browser Name	e_bp_digital_browser_name_auto	Autoindexed Text
Browser Version	e_bp_digital_browser_version_auto	Autoindexed Text
City	e_bp_digital_city_auto	Autoindexed Text
ClickTale Session URL	e_bp_digital_clicktale_session_url	Hyperlink
Country	e_bp_digital_country_auto	Autoindexed Text
Country Code	e_bp_digital_country_code_auto	Autoindexed Text
Decibel Insight Session URL	e_bp_digital_decibel_insight_session_url	Hyperlink
Device	e_bp_digital_device_hardware_type_auto	Autoindexed Text
Device ID (Mobile)	e_bp_digital_mobile_device_id_auto	Autoindexed Text
Device Marketing Name	e_bp_digital_device_marketing_name_auto	Autoindexed Text
Device Model	e_bp_digital_device_model_auto	Autoindexed Text
Device Model (Mobile)	e_bp_digital_mobile_device_model_auto	Autoindexed Text
Device Vendor	e_bp_digital_device_vendor_auto	Autoindexed Text
Digital ID	e_bp_digital_unit	Unit
Digital Survey	e_bp_digital_itm_survey_alt	Alternative Set
Form ID	e_bp_digital_form_id_txt	Text
Form Name	e_bp_digital_form_name_txt	Text
Glassbox Session URL	e_bp_digital_glassbox_session_url	Hyperlink
Historical Data Flag	e_bp_historical_data_flag_yn	Enumerated
IP Address	e_bp_digital_ip_address_txt	Text
Is Mobile Device	e_bp_digital_device_is_mobile_yn	Enumerated
Is Mobile Phone	e_bp_digital_device_is_mobile_phone_yn	Enumerated
Is Tablet	e_bp_digital_device_is_tablet_yn	Enumerated
Language Locale	e_bp_digital_language_locale_txt	Text
Operating System	e_bp_digital_device_os_name_auto	Autoindexed Text
Origin Type	e_bp_digital_origin_type_auto	Autoindexed Text
OS Type (Mobile)	e_bp_digital_mobile_os_type_auto	Autoindexed Text
OS Version	e_bp_digital_device_os_version_auto	Autoindexed Text
OS Version (Mobile)	e_bp_digital_mobile_os_version_auto	Autoindexed Text
Record Type - Digital All	e_bp_record_type_digital_all_yn	Enumerated
Record Type - Digital (MD)	e_bp_record_type_digital_md_yn	Enumerated
Region	e_bp_digital_region_auto	Autoindexed Text
Screen Capture URL	e_bp_digital_screencapture_url	Hyperlink
Screen Resolution	e_bp_digital_device_screen_resolution_auto	Autoindexed Text
SDK Version (Mobile)	e_bp_digital_mobile_sdk_version_auto	Autoindexed Text
SessionCam Session URL	e_bp_digital_sessioncam_session_url	Hyperlink
Tealeaf Session URL	e_bp_digital_tealeaf_session_url	Hyperlink
Trigger Type	e_bp_digital_trigger_event_type_auto	Autoindexed Text
<b>Unique Record ID</b>	e_bp_digital_response_id_txt	Text
URL Query Parameters	e_bp_digital_url_query_parameters_txt	Text



Usable Screen Resolution	e_bp_digital_device_usable_reso n_resolution_auto	Autoindexed Text
UUID	e_bp_digital_uuid_txt	Text
Respondedate	e_respondedate	Datetime
User Replay Session URL	e_bp_digital_user_replay_session _url	Hyperlink
Full Story Session URL	e_bp_digital_full_story_session_ur l	Hyperlink
Quantam Metrics Session URL	e_bp_digital_quantam_metrics_se ssion_url	Hyperlink
Website URL	e_bp_digital_website_url	Hyperlink



		4 - Demo
Development Cycle	k_bp_development_cycle_flag_co mbined_alt	5 - Teach 6 - Live

Included in Filter

Yes
Yes
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Yes

No

Status		yyyy-MM-dd				

## Summary

This targeting specifications list the different targeting options for both the Always On (Buttor

Targeting Option	Targeting Description	Always-On	General	Behavioral
Specific Device Type	Choose any combination of desktop, mobile and tablet.	tablet	tablet	tablet
Include Customers on URLs	intercept survey targeting for.	None	None	None
Exclude Customers on URLs	targeting.	None	None	None
Abandoning Customers	Target customers only as they intend to leave page, desktop only.	N/A	None	None
Number of Visits	Choose a specific customer visit number or minimum / maximum number of visits to trigger the intercept survey for (e.g. target only first visit, or only after sufficient usage).	N/A	None	None
Percentage of Visits	Target a representing set of the visitors. Choose a percentage of sessions on the website.	N/A	5.00%	5.00%
Time in Session	Target customers after a minimum time in the session (multiple pages can be visited).	N/A	300 seconds	300 seconds
Number of Pages Viewed in Visit	Target customers after a minimum number of pages viewed or only after sufficient usage).	N/A	None	None

Time on Page	Target customers only after a minimum time on the page.	N/A	30 seconds	30 seconds
Don't invite a customer that declined a historical invite	Exclude customers in the selected timeframe.	N/A	21 days	21 days
Don't invite a customer that provided feedback	Exclude customers that already provided feedback in the selected timeframe.	N/A	90 days	90 days
Custom Targeting Rules	Target customers based on custom parameters (customer data).		None	None


i) strategic

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**Key**

Do you want to

Required, to

Are there any

How to focus on seemingly points of failures in flow (abandoning page, straight from usage advice)?

Do we want to focus on new or returning customers (average yearly metric of returning visitors required for reference)? What impacts the returning customer metrics?

What is the desired volume of digital feedback? What constitutes a significant response sample size?

What defines sufficient usage for customers visiting the website (average metric required for reference)? How to ensure customers are not overly interrupted?

What defines

What defines
Digital specific
Digital specific
Do we have