

PPS Toll-Free IVR Survey

Please answer the questions using the following scale:

press 5 for strongly agree,
press 4 for agree,
press 3 for neither disagree nor agree,
press 2 for disagree,
press 1 for strongly disagree

1. This interaction increased my trust in the IRS.
[Rating 5-1]
2. I am satisfied with the service I received from the IRS.
[Rating 5-1]
3. Any additional feedback on your scores?
Begin speaking at the tone. Press any key when you are finished.
4. My need was addressed.
[Rating 5-1]
5. It was easy to complete what I needed to do.
[Rating 5-1]
6. It took a reasonable amount of time to do what I needed to do.
[Rating 5-1]
7. I was treated fairly.
[Rating 5-1]
8. The employees I interacted with were helpful.
[Rating 5-1]
9. What issue did you call about today?
For Transcript request, press 1
For Account related issue, press 2
For Explanation of a notice or Letter from the IRS, press 3
For A general tax law question, press 4
For Other, press 5
10. Including today, how many times have you called about this particular issue?
Press 1 through 4 for the number of times you have called
Press 5 for 5 or more times.
11. Did the IRS representative answer all your questions today?
If yes, press 1
If no, press 2

12. Will the information you received today eliminate the need for further calls on this issue?

If yes, press 1

If no, press 2

13. Overall, how well did the IRS meet your expectations during your call today?

For Much better than expected, press 5

For Better than expected, press 4

For As expected, press 3

For Worse than expected, press 2

For Much worse than expected, press 1