VOICEBOT CUSTOMER SATISFACTION SURVEY

[OFFERING]

A. [Not eligible to route OR Office not open.]

[Enter service channel name]

To hear that again, say 'repeat'. To help improve IRS service by taking a quick survey, say 'survey'. For anything else, say 'main menu'. Or if you're done, feel free to hang up.

[Enter service channel name FAQ's]

To hear that again, say 'repeat'. To help improve IRS service by taking a quick survey, say 'survey'. For anything else, say 'main menu'. Otherwise, additional information can be found on our website at, I R S, dot, gov. If you're done, feel free to hang up.

B. [Eligible to route AND Office open.]

[Enter service channel name]

To hear that again, say, 'repeat'. To help improve IRS service by taking a quick survey, say 'survey'. If you need to speak with someone, say 'representative'. For anything else, say 'main menu'. Or if you're done, feel free to hang up.

[Enter service channel name]

To hear that again, say, repeat. For amended return information for a different tax year, say, 'change year'. To help improve IRS service by taking a quick survey, say 'survey'. For anything else, say, 'main menu'. Or if you're done, feel free to hang up.

[OPENING]

Thank you for participating in this voluntary 6-question survey. Your input will help us improve our service. All answers will be kept anonymous to the extent allowed by law. Please do not include any personal details in your responses. To bypass a question, simply say 'skip'. Let's begin:

This survey is approved by the Office of Management and Budget under OMB Control Number 1545-1432. If you'd like to hear the full Privacy Act/Paperwork Reduction Act Notice or the web address to view the notice in its entirety, say 'Privacy' or press 1, to continue to the survey, say 'Survey', or press 2 at any time to continue to the survey.

[If 'Privacy' or press 1:]

[Link]

To view the notice in its entirety, visit irs.gov/IRSsurveys

[Privacy Act (PA) and Paperwork Reduction Act Notice (PRAN) or PAPRAN]

The purpose of the information we are requesting is to help us determine ways to improve our service to taxpayers and practitioners.

The authority for us to collect opinions/feedback is 5 U.S.C. 301 and 26 U.S.C. 7801. We may disclose this information consistent with any routine uses as described in the System of Records Notice, Treasury/IRS, 00.001, Correspondence Files and Correspondence Control File (80 FR 54063). Providing the information is voluntary; not answering some or all of the questions will have no effect on you.

The information collected will be used by the Internal Revenue Service to gather data to improve our products and services. Providing this information is voluntary. We are required to inform you that an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid control number assigned by OMB. The valid OMB control number for this information collection is 1545-2256. The survey should take less than 3 minutes. There are no assurances of confidentiality, but the survey responses are anonymous and not attributed to a particular taxpayer.

Comments concerning the accuracy of this burden estimate and suggestions for reducing this burden should be directed to the Internal Revenue Service, Internal Revenue Service, Tax Forms and Publications, 1111 Constitution Ave. NW, IR-6526, Washington, DC 20224.

[If 'Survey' or press 2: Continue to Survey Questions]

[QUESTIONS]

1. *Was the information we provided easy to understand?*
2. *Was this automated phone line easy to use?*
3. *Was the information we provided helpful?*
4. *Are you satisfied with the service provided?*
    - *In a few words, please tell us why you weren't satisfied.*
5. *Was your question fully answered?*
    - *In a few words, please tell us what part of your question was not fully answered.*
6. *If there are any features you'd like to see added to this automated system, please describe them now.*

[CLOSING]

That completes the survey.

Thank you for participating in this survey. Your information will help improve the services provided by the IRS.

Thank you for calling the IRS. Goodbye.