W&I e-help IVR Survey
2021 A-11 Updates

Question #	Step	Question Text	Response Categories	Skip Pattern
START1	1	Press the star key to begin the survey [Repeat prompt until * key is pressed]	*	Go to step 2
INTRO1	2	Thank you for participating in this voluntary survey authorized under the Paperwork Reduction Act. It should only take around 5 minutes. Your input will help the IRS improve its service for callers like you. This survey is being conducted by ICF, an independent, third-party organization. There are no penalties for not answering some or all of the survey questions. The information that you provide will be fully protected to the extent allowed by law. We are required by law to report to you the OMB Control Number for this public information request. That number is 1545-2290 with an expiration date of July 31, 2023. Data collected will be shared with IRS staff, but your responses will be used for research and aggregate reporting purposes only. In addition, if you have any comments about the time used to complete this survey or ways to improve the survey, you may write to the IRS.	If you would like to hear the address to which you may write, press 1. Otherwise, press 2.	If 1, go to step 3 If 2, skip to step 4
MAIL	3	Mail your comments to: Internal Revenue Service Special Services Section 1111 Constitution Ave., NW, SE:W:CAR:MP:T:M:S-Room 6129 Washington DC 20224	If you would like to hear the address again, press 1. Otherwise, press 2.	If 1, go to step 3 If 2, go to step 4
TAPHONE1	4	If you have tried unsuccessfully to resolve a problem with the IRS or if you have a complaint, you may contact the Taxpayer Advocate's office by calling a toll-free telephone number.	If you would like the telephone number of the Taxpayer Advocate, press 1. To continue to the survey, press 2.	If 1, go to step 5 If 2, skip to step 6

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TAPHONE2	5	The toll-free Taxpayer Advocate phone number is 1-877-777-4778.	To repeat this telephone number, press 1. Otherwise, press 2.	If 1, go to step 5 If 2, skip to step 6
INTRO2	6	I am going to ask you several questions about your experiences during this call. At any point, press the star key (*) to repeat the question. Press the pound key (#) to repeat the choices. You may enter your response as soon as you know your answer. 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, and press 1 for strongly disagree Again, press the star key (*) to repeat the question. Press the pound key (#) to repeat the choices. You may enter your response as soon as you know your answer. Now let's begin.		Go to step 7
Q1	7	This interaction increased my trust in the IRS.	[Rating 5-1]	Go to step 8
Q2	8	I am satisfied with the service I received from the IRS.	[Rating 5-1]	Go to step 9
Q3	9	Any additional feedback on your scores? Begin speaking at the tone. Press any key when you are finished.	[WAV]	Go to step 10
Q4	10	My need was addressed.	[Rating 5-1]	Go to step 11
Q5	11	It was easy to complete what I needed to do.	[Rating 5-1]	Go to step 12
Q6	12	It took a reasonable amount of time to do what I needed to do.	[Rating 5-1]	Go to step 13
Q7	13	I was treated fairly.	[Rating 5-1]	Go to step 14

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Q8	14	The employees I interacted with were helpful. **SURVEY CONSIDERED COMPLETE IF THEY ANSWER THROUGH THIS QUESTION**	[Rating 5-1]	Go to step 15
Q9	15	What is your professional role for this call?	For electronic return originator, press 1; For Enrolled Agent, Certified Public Accountant, or Lawyer, press 2; For reporting agent, press 3; For Software Developer, press 4; For Transmitter, press 5; For Large Corporation, press 6; For Financial Institution, press 7; For Government Agency, press 8; For any other role, press 9; To hear these choices again, please press the pound key (#).	Go to step 16
Q10	16	What product did you require assistance with during this call?	For forms 1040 e-file, press 1; For forms 940, 941 or 944, press 2; For forms 1120, 1041, or 1065, press 3; For Secure Access Authentication, press 4; For e-services products such as e-file application, TIN Matching or Transcript	Go to step 17

			Delivery System, press 5; For EFTPS, the Electronic Federal Tax Payment System or Central Contractor Registration, press 6; For any other reason, press 7.	
Q11	17	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.	Go to step 18
Q12	18	Did the IRS representative answer all your questions today?	If Yes, press 1 If No, press 2	Go to step 19
Q13	19	Will the information and/or assistance you received today eliminate the need for further calls on this issue?	If Yes, press 1 If No, press 2	If 1, skip to step 21 If 2, go to step 20.
Q14	20	Please tell us what information and/or assistance would eliminate the need for further calls on this issue? Begin speaking at the tone. Press any key when you are finished.	[WAV]	Go to step 21
Q15	21	Overall, how well did the IRS meet your expectations during your call today? **QUESTIONS BEYOND THIS POINT ARE THE QUALITATIVE RESEARCH PARTICIPATION OPT-IN QUESTIONS**	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	Go to step 22
Q16	22	The IRS periodically asks ICF to do additional research on taxpayer services. Would you be willing to be contacted by ICF to participate in future research such as focus groups and other surveys on taxpayer	If you would like to participate, press 1 If you do not want to	If 1, go to step 23 If 2, skip to step 26

		services? If so, please provide us with your phone number and email address if you have one. Our authority for requesting the information is 5 USC. and 26 USC 7801. The information you provide may be disclosed to an IRS contractor when authorized by law. The contractor is required to follow confidentiality protections required by the Privacy Act and/or Internal Revenue Code Section 6103. Research participants may receive a monetary incentive to participate depending on the research project.	participate, press 2	
Q17	23	Please type in your 10-digit telephone number including area code:		Go to step 24
Q18	24	Please state and spell your e-mail address. Begin speaking at the tone. Press any key when you are finished.	[WAV]	Go to step 25
Q19	25	Please state and spell your first and last name. Begin speaking at the tone. Press any key when you are finished.	[WAV]	Go to step 26
	26	That completes the survey. Thank you for participating. Goodbye.		