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