



Block 1

IRS Automated Chat Bot Feedback

Thank you for choosing to participate in this voluntary 4-question survey about your recent chat bot experience. Your feedback is valuable and will help us improve our automated assistance. All answers will be kept anonymous to the extent allowed by law. This survey is approved by the Office of Management and Budget under OMB Control Number 1545-2290.

To view the full Privacy Act and Paperwork Reduction Act Notice, please [click here](#).

Block 1 - All

IRS Automated Chat Bot Feedback

I am satisfied with the IRS Automated Chat Bot.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree or Disagree
- ☐ Disagree
- ☐ Strongly Disagree

The IRS Automated Chat Bot was easy to use.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree or Disagree
- ☐ Disagree
- ☐ Strongly Disagree

The IRS Automated Chat Bot helped me with my issue.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree or Disagree
- ☐ Disagree
- ☐ Strongly Disagree

For the following question, please do not include any personal information in your response, such as names, addresses, phone numbers, Social Security numbers, or details about family members. Share only your thoughts about the chatbot experience.

Please tell us what you liked or disliked about the IRS Automated Chat Bot.



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