

Script for CPQS Prompting Phone Calls

Hello, my name is _____ and I am calling from Westat, a survey research company in Rockville, MD on behalf of the United States Patent and Trademark Office. I am calling about a survey approved by the Commissioner of Patents, John Doll.

May I speak to _____?

We recently mailed you copy of the USPTO's Customer Panel Quality Survey. The survey packet also contained instructions for completing the survey over the Internet. Do you recall receiving this survey?

IF NEVER RECEIVED: We will be happy to send information about the survey by email. May I have your email address?

IF REFUSE TO GIVE EMAIL ADDRESS: May I send you information about the survey by fax?

Currently, we do not have a record of the survey having been completed. We want to be sure you have an opportunity to participate in the survey. We would appreciate it if you could complete the survey online by the end of the week. We need as many people as possible to complete the survey in order to ensure the results are valid. We look forward to receiving the survey in the next few days. *[If needed: The results will be used to inform USPTO about the quality of work performed by the USPTO patent examiners.]*

IF ATTEMPTED ONLINE SURVEY AND HAD TROUBLE LOGGING IN: Can you describe to me the difficulty you encountered when you attempted to access the survey? (GET AS MUCH INFO AS POSSIBLE)

(WHEN R FINISHED DESCRIBING PROBLEM) Thank you. I will refer this problem to our web programming staff, and we will get back in touch with you shortly.

REFUSAL/NO TIME FOR SURVEY: Thank you very much.

Thank You!

Write any comments about the phone call here:

IF ANSWERING MACHINE IS REACHED: Hello, my name is _____ and I am calling from Westat, a survey research company in Rockville, MD on behalf of the United States Patent and Trademark Office. I am calling about the USPTO's Customer Panel Quality Survey, which we recently sent to you in the mail. Currently, we do not have a record of the survey having been completed. We would appreciate it if you could complete the survey online in the next few days. If you have any questions, please call me at 1-800-XXX-XXXX. Thank you!