

Recommended EBC-Specific Survey Questions

1	Overall, how would you rate the quality of your customer service experience with the Electronic Business Center? (On a scale of 1-5, with 1 being the worst and 5 being best)
2	When thinking about the service representative who just assisted you, did you feel as though the agent listened to your needs and treated you as an individual and not a number? (On a scale of 1 being highly dissatisfied to 5 being highly satisfied)
3	How would you rate the agent's overall knowledge while assisting you? (On a scale of 1-5, with 1 being the worst and 5 being best)
4	Please rate how well the agent was able to help you utilize the technology available to you during your most recent experience with the Electronic Business Center. (On a scale of 1-5, with 1 being the worst and 5 being best)
5	When thinking about your interaction with the Electronic Business Center, how much effort did you personally have to put forth to get your need resolved? (1-Far less than I expected, 2-Slightly less than I expected, 3-About what I expected, 4-Slightly more than I expected, 5-Far more than I expected)
6	Based on your interaction with the Electronic Business Center, what can we do to improve your service in the future? (Please record your message.)

The United States Patent and Trademark Office (USPTO) is conducting this survey to gather feedback on the service of the Electronic Business Center. This survey is strictly voluntary, includes 6 questions and should take approximately 3 minutes to complete. This information collection contains requirements subject to the Paperwork Reduction Act (PRA). Notwithstanding any other provisions of the law, no person is required to respond to, nor shall any person be subject to penalty for failure to comply with, a collection of information subject to the requirements of the PRA, unless that collection of information displays a currently valid OMB control number.