

Welcome and Thank You Text

Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome text shown in the box below.

Welcome Text

Thank you for contacting the USPTO Customer Support Center. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best customer experience possible.

Reference "Implementation Packet"

Thank You Text

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.

Examples

Welcome Text Example

FORESEE

Customer Satisfaction Survey

Thanks for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Required questions are denoted by an *

1: *Please rate **how well the site is organized**.

1=Poor Excellent=10 Don't Know

1 2 3 4 5 6 7 8 9 10

2: *Please rate the **options available for navigating** this site.

1=Poor Excellent=10

Thank You Text Example

Football

Hockey

16: What size and style of jean were you shopping for today?

What size of jean were you shopping for today? What style of jean were you shopping for today?

1 Boot cut

3 Low rise

5 Flare

7 Relaxed fit

9 Slim cut

11

13

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.

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[ForeSee Results](#) [Privacy Policy](#) [Survey Support](#)

Internet | Protected Mode: On

Model Instance Name:
 USPTO Contact Center
 MID4llk5oU5UtZdd0RwxRsMFg4C
 Dat7.17.15

See Rotations Tab for Element Rotations



USPTO Contact Center

Model questions utilize the ForeSee CXA methodology to determine scores and impacts

Q Name		ELEMENTS (drivers of satisfaction)	Q Name	CUSTOMER SATISFACTION	Q Name	FUTURE BEHAVIORS
		Accessibility (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Contact via Phone Again for Service (1=Very Unlikely, 10=Very Likely)
1	Accessibility - Convenience	Please rate the customer support center on the following: The convenience of using the phone for your needs	16	Satisfaction - Overall	19	Contact Via Phone Again
2	Accessibility - Efficiency	The number of steps needed to connect with a representative	17	Satisfaction - Expectations		Confidence (1=Not at all Confident, 10= Very Confident)
3	Accessibility - Performance	How well the support center connects you with a representative	18	Satisfaction - Ideal	20	Confidence
		Knowledge (1=Poor, 10=Excellent, Don't Know)			21	Recommend
4	Knowledge - Understanding	Please rate the knowledge of the representative in the following areas: Quick understanding of your request or concern				
5	Knowledge - Directness	Ability to directly answer your questions				
6	Knowledge - Accuracy	Accuracy of information provided				
		Response Speed (1=Poor, 10=Excellent, Don't Know)				
7	Response Speed - Time	Please rate the speed to resolve your question or concern: Length of time needed on the phone				
8	Response Speed - Efficiency	Number of steps taken to complete the process				
9	Response Speed - Fixed First Time	Degree to which your request or question was resolved the first time				
		Professionalism (1=Poor, 10=Excellent, Don't Know)				
10	Professionalism - Understandable	Please rate the professionalism of the representative in the following areas: Use of understandable terms during your conversation				
11	Professionalism - Responsiveness	Responsiveness to your questions or concerns				
12	Professionalism - Courtesy	Courtesy shown to you				
		Resolution (1=Poor, 10=Excellent, Don't Know)				
13	Resolution - Detail	Please rate the answer provided to your question or concern in the following areas: Level of detail provided				
14	Resolution - Usefulness	Usefulness to your needs				
15	Resolution - Clarity	Clarity of reasoning and logic				

Model Instance Name:

Contact Center Interaction Model for Service Operations

MID: 4llk5oU5UtZdd0RwxRsMFg4C

Date: 7.17.15

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

Contact Center Interaction Model for Service Operations CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
MHM5294Q001		Did you visit uspto.gov to resolve your concern/question prior to your experience with the USPTO customer service representative?	Yes No		Drop down, select one	Y		Website Usage
KAU0101631		Where are you with the patent or trademark application process?	I have submitted an application I need clarification about the process before submitting an application I need to resolve a technical issue with uspto.gov before submitting an application Still deciding if I need or want to file an application I do not need to file an application Other, please specify	Z V F1 7 7 1	Drop down, select one	Y	Skip Logic Group	Application Process
KAU0101632	1	Please specify where you are in the application process:			Text field, <100 char	N	Skip Logic Group	Application Process
KAU0101633	7	What was your primary reason for contacting USPTO?			Text field, <100 char	N	Skip Logic Group	No App_Reason
KAU0101634	Z	What was your primary reason for contacting USPTO?	Oath or Declaration Application Data Sheet Power of Attorney Fees Specification Drawings Claims Application status Filing receipt Missing parts Petition for extension of time Customer number Issues with uspto.gov Other, please specify	X1	Radio button, one-up vertical	Y	Skip Logic Group Randomize Anchor Answer Choice	Submitted_Reason
KAU0101635	X1	Please specify your reason for calling:			Text field, <100 char	N	Skip Logic Group	Submitted_Reason
KAU0101636	V	What was your primary reason for contacting USPTO?	General questions about filing an application (e.g., process, fees)		Radio button, one-up vertical	Y	Skip Logic Group	

			Examination policy and procedure Term adjustments General information about patents/trademarks International inquires Other, please specify	M1			Randomize Anchor Answer Choice	Clarification_Reason
KAU0101637	M1	Please specify your reason for contacting USPTO:			Text field, <100 char	N	Skip Logic Group	Clarification_Reason
KAU0101638	F1	What technical help did you need for uspto.gov? (Please select all that apply)	Java and web browser compatibility Understanding error message(s) Difficulty understanding technical content Other, please specify	J1	Checkbox, one-up vertical	Y	Skip Logic Group	Technical_Reason
KAU0101639	J1	Please specify what technical help you needed:			Text field, <100 char	N	Skip Logic Group	Technical_Reason
		Which USPTO center(s) did you interact with?	USPTO Contact Center (UCC) Application Assistance Unit (AAU) Patent Cooperation Treaty (PCT) Helpdesk Inventors Assistance Center (IAC) Electronic Business Center (EBC) Patents Ombudsman Office of Financial Management Systems Other, please specify Don't know	CC	Checkbox, one-up vertical	Y	Skip Logic Group	Which Center
	CC	Which other center(s) did you interact with?			Text field, <100 characters	N	Skip Logic Group	Other Centers
		Were you transferred to another USPTO center during your call?	Yes No Don't know	T	Radio button, one-up vertical	Y	Skip Logic Group	Transferred
	T	Were you transferred to the correct USPTO center on the first transfer?	Yes No Don't know		Radio button, one-up vertical	Y	Skip Logic Group	Correct Transfer
		Please indicate your level of agreement with the following statements: Employees I interacted with were helpful.	1=Strongly disagree 2 3 4 5 6		Radio button, scale	Y		Helpful

			7					
			8					
			9					
			10 = Strongly agree					
		Overall, the amount of time to do what I need to was reasonable.	1=Strongly disagree		Radio button, scale	Y		Reasonable time
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			10 = Strongly agree					
KAU0101640		Was your question resolved by a USPTO representative?	Yes	D,DD	Radio button, one-up vertical	Y	Skip Logic Group	Resolution
			Still waiting on a response	B, C				
			No	B, C				
	DD	Please rate your agreement with the following statement : It was easy to complete what I needed to do.	1=Strongly disagree		Radio button, scale	Y	Skip Logic Group	Ease of resolution
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			10 = Strongly agree					
CAS0077472	D	Approximately how many times did you contact a USPTO representative before your question was resolved?	1		Radio button, one-up vertical	N	Skip Logic Group	Issue Resolved - Call #
			2					
			3					
			4					
			5 or more times					
			Can't recall					
CAS0077473	B	Approximately how many times have you contacted a USPTO representative for this question?	1		Radio button, one-up vertical	N	Skip Logic Group	Issue Not Resolved - Call #

			2					
			3					
			4					
			5 or more times					
			Can't recall					
KAU0101641	C	Based on your experience contacting USPTO, which of the following would you be most likely to do next?	Send a message to USPTO via usptoinfo@uspto.gov	TT K	Radio button, one-up vertical	Y	Skip Logic Group	Next Steps
			Call the USPTO Customer Support Center					
			Visit uspto.gov					
			Follow the advice of the call center					
			Contact someone outside of USPTO					
			Other, please specify					
CAS0077475	TT	Who do you intend to contact as a next step?			Text field, <100 char	N	Skip Logic Group	OE_Next Steps - Outside USPTO
CAS0077476	K	Please describe what you plan to do next in an effort to obtain an answer to your question:			Text field, <100 char	N	Skip Logic Group	OE_Next Steps - Not Resolved
CAS0077477		How long was your wait time to connect with a representative?	0 to 5 minutes		Radio button, one-up vertical	Y		Wait Time
			6 to 10 minutes					
			11 to 15 minutes					
			16 to 30 minutes					
			More than 30 minutes					
CAS0077478		Thinking about the time it took to get in touch with your representative was it:	Too long		Radio button, one-up vertical	Y		Perceived Wait Time
			About right					
MHM5294Q002		Which of the following best describes you?	Entrepreneur/Business Professional	R	Radio button, one-up vertical	Y	Skip Logic Group	Visitor Role
			Inventor					
			IP Professional: Attorney					
			IP Professional: Paralegal					
			IP Professional: Agent					
			USPTO Employee					
			Other, please specify					
MHM5294Q003	R	Please specify the role that best describes you.			Text area, no char limit	N	Skip Logic Group	Other_Role
MHM5294Q004		If you could suggest one improvement to the USPTO customer service experience, what would it be?			Text area, no char limit	No		OE_Suggestions

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Contact Center Interaction Model for Service Operations

MID: 4Ilk5oU5UtZdd0RwxRsMFg4C

Date: 7.17.15

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Contact Center Interaction Model for Service Operations CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
JIB0133665		Which customer support center are you rating today?	AAU— Application Assistance Unit EBC— Electronic Business Center IAC— Inventors Assistance Center OFMS— Office of Financial Management Systems Ombudsman PCT— Patent Cooperation Treaty UCC— USPTO Contact Center Another option not listed I can't recall		Radio button, one-up vertical	Y		Support Center
MHM5294Q001		Did you visit uspto.gov to resolve your concern/question prior to your experience with the USPTO customer service representative?	Yes No		Drop down, select one	Y		Website Usage
KAU0101631		Where are you with the patent or trademark application process?	I have submitted an application I need clarification about the process before submitting an application I need to resolve a technical issue with uspto.gov before submitting an application Still deciding if I need or want to file an application I do not need to file an application Other, please specify	Z V F1 7 7 1	Drop down, select one	Y	Skip Logic Group	Application Process
KAU0101632	1	Please specify where you are in the application process:			Text field, <100 char	N	Skip Logic Group	Application Process
KAU0101633	7	What was your primary reason for contacting USPTO?			Text field, <100 char	N	Skip Logic Group	No App_Reason
KAU0101634	Z	What was your primary reason for contacting USPTO?	Oath or Declaration Application Data Sheet Power of Attorney Fees Specification Drawings Claims Application status		Radio button, one-up vertical	Y	Skip Logic Group Randomize	Submitted_Reason

			Filing receipt Missing parts Petition for extension of time Customer number Issues with uspto.gov Other, please specify	X1			Anchor Answer Choice	
KAU0101635	X1	Please specify your reason for calling:			Text field, <100 char	N	Skip Logic Group	Submitted_Reason
KAU0101636	V	What was your primary reason for contacting USPTO?	General questions about filing an application (e.g., process, fees) Examination policy and procedure Term adjustments General information about patents/trademarks International inquires Other, please specify	M1	Radio button, one-up vertical	Y	Skip Logic Group Randomize Anchor Answer Choice	Clarification_Reason
KAU0101637	M1	Please specify your reason for contacting USPTO:			Text field, <100 char	N	Skip Logic Group	Clarification_Reason
KAU0101638	F1	What technical help did you need for uspto.gov? (Please select all that apply)	Java and web browser compatibility Understanding error message(s) Difficulty understanding technical content Other, please specify	J1	Checkbox, one-up vertical	Y	Skip Logic Group	Technical_Reason
KAU0101639	J1	Please specify what technical help you needed:			Text field, <100 char	N	Skip Logic Group	Technical_Reason
KAU0101640		Was your question resolved by a USPTO representative?	Yes Still waiting on a response No	D B, C B, C	Radio button, one-up vertical	Y	Skip Logic Group	Resolution
CAS0077472	D	Approximately how many times did you contact a USPTO representative before your question was resolved?	1 2 3 4 5 or more times Can't recall		Radio button, one-up vertical	N	Skip Logic Group	Issue Resolved - Call #
CAS0077473	B	Approximately how many times have you contacted a USPTO representative for this question?	1 2 3		Radio button, one-up vertical	N	Skip Logic Group	Issue Not Resolved - Call #

			4					
			5 or more times					
			Can't recall					
KAU0101641	C	Based on your experience contacting USPTO, which of the following would you be most likely to do next?	Send a message to USPTO via usptoinfo@uspto.gov	TT K	Radio button, one-up vertical	Y	Skip Logic Group	Next Steps
			Call the USPTO Customer Support Center					
			Visit uspto.gov					
			Follow the advice of the call center					
			Contact someone outside of USPTO					
			Other, please specify					
CAS0077475	TT	Who do you intend to contact as a next step?			Text field, <100 char	N	Skip Logic Group	OE_Next Steps - Outside USPTO
CAS0077476	K	Please describe what you plan to do next in an effort to obtain an answer to your question:			Text field, <100 char	N	Skip Logic Group	OE_Next Steps - Not Resolved
CAS0077477		How long was your wait time to connect with a representative?	0 to 5 minutes		Radio button, one-up vertical	Y		Wait Time
			6 to 10 minutes					
			11 to 15 minutes					
			16 to 30 minutes					
			More than 30 minutes					
CAS0077478		Thinking about the time it took to get in touch with your representative was it:	Too long		Radio button, one-up vertical	Y		Perceived Wait Time
			About right					
MHM5294Q002		Which of the following best describes you?	Entrepreneur/Business Professional	R	Radio button, one-up vertical	Y	Skip Logic Group	Visitor Role
			Inventor					
			IP Professional: Attorney					
			IP Professional: Paralegal					
			IP Professional: Agent					
			USPTO Employee					
			Other, please specify					
MHM5294Q003	R	Please specify the role that best describes you.			Text area, no char limit	N	Skip Logic Group	Other_Role
MHM5294Q004		If you could suggest one improvement to the USPTO customer service experience, what would it be?			Text area, no char limit	No		OE_Suggestions

Model Instance Name:
 Contact Center Interaction Model for Service Operations
 MID: 4Ilk5oU5UtZdd0RwxRsMFg4C
 Date: 7.17.15

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Contact Center Interaction Model for Service Operations CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
		Which customer support center are you rating today?	AAU - Application Assistance Unit EBC - Electronic Business Center IAC - Inventors Assistance Center OFMS - Office of Financial Management Systems Ombudsman PCT - Patent Cooperation Treaty UCC - USPTO Contact Center Another option not listed I can't recall		Radio button, one-up vertical	Y		Support Center
MHM5294Q001		Did you visit uspto.gov to resolve your concern/question prior to your experience with the USPTO customer service representative?	Yes No		Drop down, select one	Y		Website Usage
KAU0101631		Where are you with the patent or trademark application process?	I have submitted an application I need clarification about the process before submitting an application I need to resolve a technical issue with uspto.gov before submitting an application Still deciding if I need or want to file an application I do not need to file an application Other, please specify	Z V F1 7 7 1	Drop down, select one	Y	Skip Logic Group	Application Process
KAU0101632	1	Please specify where you are in the application process:			Text field, <100 char	N	Skip Logic Group	Application Process
KAU0101633	7	What was your primary reason for contacting USPTO?			Text field, <100 char	N	Skip Logic Group	No App_Reason
KAU0101634	Z	What was your primary reason for contacting USPTO?	Oath or Declaration Application Data Sheet Power of Attorney Fees Specification Drawings Claims Application status		Radio button, one-up vertical	Y	Skip Logic Group Randomize	Submitted_Reason

			Filing receipt Missing parts Petition for extension of time Customer number Issues with uspto.gov Other, please specify	X1			Anchor Answer Choice	
KAU0101635	X1	Please specify your reason for calling:			Text field, <100 char	N	Skip Logic Group	Submitted_Reason
KAU0101636	V	What was your primary reason for contacting USPTO?	General questions about filing an application (e.g., process, fees) Examination policy and procedure Term adjustments General information about patents/trademarks International inquires Other, please specify	M1	Radio button, one-up vertical	Y	Skip Logic Group Randomize Anchor Answer Choice	Clarification_Reason
KAU0101637	M1	Please specify your reason for contacting USPTO:			Text field, <100 char	N	Skip Logic Group	Clarification_Reason
KAU0101638	F1	What technical help did you need for uspto.gov? (Please select all that apply)	Java and web browser compatibility Understanding error message(s) Difficulty understanding technical content Other, please specify	J1	Checkbox, one-up vertical	Y	Skip Logic Group	Technical_Reason
KAU0101639	J1	Please specify what technical help you needed:			Text field, <100 char	N	Skip Logic Group	Technical_Reason
KAU0101640		Was your question resolved by a USPTO representative?	Yes Still waiting on a response No	D B, C B, C	Radio button, one-up vertical	Y	Skip Logic Group	Resolution
CAS0077472	D	Approximately how many times did you contact a USPTO representative before your question was resolved?	1 2 3 4 5 or more times Can't recall		Radio button, one-up vertical	N	Skip Logic Group	Issue Resolved - Call #
CAS0077473	B	Approximately how many times have you contacted a USPTO representative for this question?	1 2 3		Radio button, one-up vertical	N	Skip Logic Group	Issue Not Resolved - Call #

			4					
			5 or more times					
			Can't recall					
KAU0101641	C	Based on your experience contacting USPTO, which of the following would you be most likely to do next?	Send a message to USPTO via usptoinfo@uspto.gov	TT K	Radio button, one-up vertical	Y	Skip Logic Group	Next Steps
			Call the USPTO Customer Support Center					
			Visit uspto.gov					
			Follow the advice of the call center					
			Contact someone outside of USPTO					
			Other, please specify					
CAS0077475	TT	Who do you intend to contact as a next step?			Text field, <100 char	N	Skip Logic Group	OE_Next Steps - Outside USPTO
CAS0077476	K	Please describe what you plan to do next in an effort to obtain an answer to your question:			Text field, <100 char	N	Skip Logic Group	OE_Next Steps - Not Resolved
CAS0077477		How long was your wait time to connect with a representative?	0 to 5 minutes		Radio button, one-up vertical	Y		Wait Time
			6 to 10 minutes					
			11 to 15 minutes					
			16 to 30 minutes					
			More than 30 minutes					
CAS0077478		Thinking about the time it took to get in touch with your representative was it:	Too long		Radio button, one-up vertical	Y		Perceived Wait Time
			About right					
MHM5294Q002		Which of the following best describes you?	Entrepreneur/Business Professional	R	Radio button, one-up vertical	Y	Skip Logic Group	Visitor Role
			Inventor					
			IP Professional: Attorney					
			IP Professional: Paralegal					
			IP Professional: Agent					
			USPTO Employee					
			Other, please specify					
MHM5294Q003	R	Please specify the role that best describes you.			Text area, no char limit	N	Skip Logic Group	Other_Role
MHM5294Q004		If you could suggest one improvement to the USPTO customer service experience, what would it be?			Text area, no char limit	No		OE_Suggestions

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
MHM5294Q001		Did you visit uspto.gov to resolve your concern/question prior to your experience with the USPTO customer service representative?	Yes No		Drop down, select one	Y		Website Usage
		Where are you with the patent or trademark application process?	I have submitted an application I need clarification about the process before submitting an application I need to resolve a technical issue with uspto.gov before submitting an application Still deciding if I need or want to file an application I do not need to file an application Other, please specify	Z V F1 7 7 1	Drop down, select one	Y	Skip Logic Group	Application Process
	1	Please specify where you are in the application process:			Text field, <100 char	N	Skip Logic Group	Application Process
	7	What was your primary reason for contacting USPTO?			Text field, <100 char	N	Skip Logic Group	No App_Reason
CAS0083282		Have you filed an application?	Yes No	Z V	Drop down, select one	Y	Skip Logic Group	Application
CAS0083283	Z	Did you call about a received pre-examination notice—e.g., notice to file missing parts, notice of incomplete application, or notice to file corrected application papers?	Yes No	X P	Drop down, select one	Y	Skip Logic Group	File_Notice
CAS0083284	X	What documents did your question pertain to? (Please select all that apply)	Oath or Declaration Application Data Sheet Power of Attorney Fees Specification Drawings		Checkbox, one-up-vertical	Y	Skip Logic Group	File_Notice_Docs

			Other, please specify	X1				
	Z	What was your primary reason for contacting USPTO?	Oath or Declaration	X1	Radio button, one-up vertical	Y	Skip Logic Group	Submitted_Reason
			Application Data Sheet					
			Power of Attorney					
			Fees					
			Specification					
			Drawings					
			Claims					
			Application status					
			Filing receipt					
			Missing parts					
			Petition for extension of time					
			Customer number					
			Issues with uspto.gov					
			Other, please specify	X1			Randomize	
	X1	Please specify your reason for calling:			Text field, <100 char	N	Skip Logic Group	Submitted_Reason
CAS0083285	X1	Please specify what documents your question pertains to:			Text field, <100 char	N	Skip Logic Group	OE_File_Notice_Does
	V	What was your primary reason for contacting USPTO?	General questions about filing an application (e.g., process, fees)	M1	Radio button, one-up vertical	Y	Skip Logic Group	Clarification_Reason
			Examination policy and procedure					
			Term adjustments					
			General information about patents/trademarks					
			International inquires					
			Other, please specify					
	M1	Please specify your reason for contacting USPTO:			Text field, <100 char	N	Skip Logic Group	Clarification_Reason
	F1	What technical help did you need for uspto.gov? (Please select all that apply)	Java and web browser compatibility	J1	Checkbox, one-up vertical	Y	Skip Logic Group	Technical_Reason
			Understanding error message(s)					
			Difficulty understanding technical content					
			Other, please specify					
	J1	Please specify what technical help you needed:			Text field, <100 char	N	Skip Logic Group	Technical_Reason
CAS0083286	V	What was your primary reason for calling? What was your primary reason for contacting USPTO?	How to file an application-General questions about filing an application (e.g., process, fees)	X1	Radio button, one-up vertical	Y	Skip Logic Group	No File_Reason
			Examination policy and procedure					
			Term adjustments					

			Application status Reexamination and reissue General information about USPTO General information about patents/trademarks International inquires Assistance with uspto.gov Other, please specify	F1 M1			Anchor Answer Choice	
CAS0083287	M1	Please specify your reason for contacting USPTO:			Text field, <100 char	N	Skip Logic Group	OE_No File_Reason Clarification_Reason
CAS0083288	F1	What technical help did you need for uspto.gov? (Please select all that apply)	Java and web browser compatibility Understanding error message(s) Difficulty understanding technical content Other, please specify	J1	Checkbox, one-up-vertical	Y	Skip Logic Group	No File_Technical Help Technical_Reason
CAS0077464	J1	Please specify what technical help you needed:			Text field, <100 char	N	Skip Logic Group	OE_No File_Technical Help
CAS0083289	P	Did you call about specific documents with the USPTO?	Yes No	O R	Drop-down, select one	Y	Skip Logic Group	File_No-PreExam
CAS0083290	O	What documents did your question pertain to? (Please select all that apply)	Oath or Declaration Application Data Sheet Power of Attorney Fees Specification Drawings Other, please specify	W1	Checkbox, one-up-vertical	Y	Skip Logic Group	File_No PreExam_Does
CAS0083291	W1	Please specify what documents your question pertains to:			Text field, <100 char	N	Skip Logic Group	OE_File_No PreExam_Does
CAS0083292	R	What was your primary reason for calling?	How to file an application Examination policy and procedure Term adjustments Application status Reexamination and reissue General information about USPTO International inquires Assistance with uspto.gov Other, please specify	T1 U1	Radio button, one-up-vertical	Y	Skip Logic Group Randomize Anchor Answer Choice	File_No PreExam_Reason

CAS0083293	U1	Please specify your reason for contacting USPTO:			Text field, <100 char	N	Skip Logic Group	OE_File_No PreExam_Reason
CAS0083294	T1	What technical help did you need for uspto.gov? (Please select all that apply)	Java and web browser compatibility	L1	Checkbox, one-up vertical	Y	Skip Logic Group	File_No PreExam_TechHelp
			Understanding error message(s)					
			Difficulty understanding technical content					
			Other, please specify					
CAS0083295	L1	Please specify what technical help you needed:			Text field, <100 char	N	Skip Logic Group	OE_File_No PreExam_TechHelp
CAS0077470		Did the USPTO representative provide an answer to your question?	Yes	HH, D, C B, C B, C	Radio button, one-up vertical	Y	Skip Logic Group	Provide Answer
			Still waiting on a response					
			No					
		Was your question resolved by a USPTO representative?	Yes	D B, C B, C	Radio button, one-up vertical	Y	Skip Logic Group	Resolution
			Still waiting on a response					
			No					
CAS0077471	HH	Did the USPTO representative provide a clear answer to your question?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Clear Answer
			No					
CAS0077472	D	Approximately how many times did you contact a USPTO representative before your question was resolved?	1		Radio button, one-up vertical	N	Skip Logic Group	Issue Resolved - Call #
			2					
			3					
			4					
			5 or more times					
			Can't recall					
CAS0077473	B	Approximately how many times have you contacted a USPTO representative for this question?	1		Radio button, one-up vertical	N	Skip Logic Group	Issue Not Resolved - Call #
			2					
			3					
			4					
			5 or more times					
			Can't recall					
CAS0077474	C	What do you plan to do next? (Please select all that apply)	Send a message to USPTO via usptoinfo@uspto.gov		Checkbox, one-up vertical	N	Skip Logic Group	Next Steps - Not Resolved
			Call the USPTO Customer Support Center again-		Radio button, one-up vertical			

			Visit uspto.gov Follow the advice of the call center Contact someone outside of USPTO Other, please specify	TK				
	C	Based on your experience contacting USPTO, which of the following would you be most likely to do next?	Send a message to USPTO via usptoinfo@uspto.gov Call the USPTO Customer Support Center Visit uspto.gov Follow the advice of the call center Contact someone outside of USPTO Other, please specify	TK	Radio button, one-up vertical	Y	Skip Logic Group	Next Steps
CAS0077475	TT	Who do you intend to contact as a next step?			Text field, <100 char	N	Skip Logic Group	OE_Next Steps - Outside USPTO
CAS0077476	K	Please describe what you plan to do next in an effort to obtain an answer to your question:			Text field, <100 char	N	Skip Logic Group	OE_Next Steps - Not Resolved
CAS0077477		How long was your wait time to connect with a representative?	0 to 5 minutes 6 to 10 minutes 11 to 15 minutes 16 to 30 minutes More than 30 minutes		Radio button, one-up vertical	Y		Wait Time
CAS0077478		Thinking about the time it took to get in touch with your representative was it:	Too long About right		Radio button, one-up vertical	Y		Perceived Wait Time
MHM5294Q002		Which of the following best describes you?	Entrepreneur/ Business Professional Inventor IP Professional: Attorney IP Professional: Paralegal IP Professional: Agent USPTO Employee Other, please specify	R	Radio button, one-up vertical	Y	Skip Logic Group	Visitor Role
MHM5294Q003	R	Please specify the role that best describes you.			Text area, no char limit	N	Skip Logic Group	Other_Role
MHM5294Q004		If you could suggest one improvement to the USPTO customer service experience, what would it be?			Text area, no char limit	No		OE_Suggestions

Model Instance Name:

Contact Center Interaction Model for Service Operations

MID:

Date: 4.23.14

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Contact Center Interaction Model for Service Operations CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
MHM5294Q001		Did you visit uspto.gov to resolve your concern/question prior to your experience with the USPTO customer service representative?	Yes No		Drop down, select one	Single	Y		Website Usage
CAS0083282		Have you filed an application?	Yes No	Z V	Drop down, select one	Single	Y	Skip Logic Group	Application
CAS0083283	Z	Did you call about a received pre-examination notice - e.g., notice to file missing parts, notice of incomplete application, or notice to file corrected application papers?	Yes No	X P	Drop down, select one	Single	Y	Skip Logic Group	File_Notice
CAS0083284	X	What documents did your question pertain to? (Please select all that apply)	Oath or Declaration Application Data Sheet Power of Attorney Fees Specification Drawings Other, please specify	X1	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	File_Notice_Docs
CAS0083285	X1	Please specify what documents your question pertains to:			Text field, <100 char		N	Skip Logic Group	OE_File_Notice_Docs
CAS0083286	V	What was your primary reason for calling?	How to file an application Examination policy and procedure Term adjustments Application status Reexamination and reissue General information about USPTO International inquires Assistance with uspto.gov Other, please specify	F1 M1	Radio button, one-up vertical	Single	Y	Skip Logic Group Randomize Anchor Answer Choice	No File_Reason

CAS0083287	M1	Please specify your reason for contacting USPTO:			Text field, <100 char		N	Skip Logic Group	OE_No File_Reason
CAS0083288	F1	What technical help did you need for uspto.gov? (Please select all that apply)	Java and web browser compatibility	J1	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	No File_Technical Help
			Understanding error message(s)						
			Difficulty understanding technical content						
			Other, please specify						
CAS0077464	J1	Please specify what technical help you needed:			Text field, <100 char		N	Skip Logic Group	OE_No File_Technical Help
CAS0083289	P	Did you call about specific documents with the USPTO?	Yes	O R	Drop down, select one	Single	Y	Skip Logic Group	File_No PreExam
			No						
CAS0083290	O	What documents did your question pertain to? (Please select all that apply)	Oath or Declaration	W1	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	File_No PreExam_Docs
			Application Data Sheet						
			Power of Attorney						
			Fees						
			Specification						
			Drawings						
Other, please specify									
CAS0083291	W1	Please specify what documents your question pertains to:			Text field, <100 char		N	Skip Logic Group	OE_File_No PreExam_Docs
CAS0083292	R	What was your primary reason for calling?	How to file an application	T1 U1	Radio button, one-up vertical	Single	Y	Skip Logic Group	File_No PreExam_Reason
			Examination policy and procedure						
			Term adjustments						
			Application status						
			Reexamination and reissue						
			General information about USPTO						
			International inquires						
			Assistance with uspto.gov						
Other, please specify									
								Anchor Answer Choice	
CAS0083293	U1	Please specify your reason for contacting USPTO:			Text field, <100 char		N	Skip Logic Group	OE_File_No PreExam_Reason
CAS0083294	T1	What technical help did you need for uspto.gov? (Please select all that apply)	Java and web browser compatibility	L1	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	File_No PreExam_TechHelp
			Understanding error message(s)						
			Difficulty understanding technical content						
			Other, please specify						
CAS0083295	L1	Please specify what technical help you needed:			Text field, <100 char		N	Skip Logic Group	OE_File_No PreExam_TechHelp

CAS0077470		Did the USPTO representative provide an answer to your question?	Yes	HH, D, C B, C B, C	Radio button, one-up vertical	Single	Y	Skip Logic Group	Provide Answer
			Still waiting on a response						
			No						
CAS0077471	HH	Did the USPTO representative provide a clear answer to your question?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Clear Answer
			No						
CAS0077472	D	Approximately how many times did you contact a USPTO representative before your question was resolved?	1		Radio button, one-up vertical	Single	N	Skip Logic Group	Issue Resolved - Call #
			2						
			3						
			4						
			5 or more times						
			Can't recall						
CAS0077473	B	Approximately how many times have you contacted a USPTO representative for this question?	1		Radio button, one-up vertical	Single	N	Skip Logic Group	Issue Not Resolved - Call #
			2						
			3						
			4						
			5 or more times						
			Can't recall						
CAS0077474	C	What do you plan to do next? (Please select all that apply)	Send a message to USPTO via usptoinfo@uspto.gov	TT K	Checkbox, one-up vertical	Multi	N	Skip Logic Group	Next Steps - Not Resolved
			Call the USPTO Customer Support Center again						
			Visit uspto.gov						
			Follow the advice of the call center						
			Nothing; question resolved						
			Contact someone outside of USPTO						
Other, please specify									
CAS0077475	TT	Who do you intend to contact as a next step?			Text field, <100 char	Open	N	Skip Logic Group	OE_Next Steps - Outside USPTO
CAS0077476	K	Please describe what you plan to do next in an effort to obtain an answer to your question:			Text field, <100 char	Open	N	Skip Logic Group	OE_Next Steps - Not Resolved
CAS0077477		How long was your wait time to connect with a representative?	0 to 5 minutes		Radio button, one-up vertical	Single	Y		Wait Time
			6 to 10 minutes						
			11 to 15 minutes						
			16 to 30 minutes						
			More than 30 minutes						

CAS0077478		Thinking about the time it took to get in touch with your representative was it:	Too long		Radio button, one-up vertical	Single	Y		Perceived Wait Time
			About right						
MHM5294Q002		Which of the following best describes you?	Entrepreneur/ Business Professional		Radio button, one-up vertical	Single	Y	Skip Logic Group	Visitor Role
			Inventor						
			IP Professional: Attorney						
			IP Professional: Paralegal						
			IP Professional: Agent						
			USPTO Employee						
			Other, please specify	R					
MHM5294Q003	R	Please specify the role that best describes you.			Text area, no char limit		N	Skip Logic Group	Other_Role
MHM5294Q004		If you could suggest one improvement to the USPTO customer service experience, what would it be?			Text area, no char limit	Single	No		OE_Suggestions

Model Instance Name:
 Contact Center Interaction Model for Service Operations
 MID:
 Date: 4.23.14

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Contact Center Interaction Model for Service Operations CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
MHM5294Q001		Did you visit uspto.gov to resolve your concern/question prior to your experience with the USPTO customer service representative?	Yes No		Drop down, select one	Single	Y		Website Usage
		Have you filed an application?	Yes No	Z V	Drop down, select one	Single	Y	Skip Logic Group	Application
	Z	Did you call about a received pre-examination notice - e.g., notice to file missing parts, notice of incomplete application, or notice to file corrected application papers?	Yes No	X P	Drop down, select one	Single	Y	Skip Logic Group	File_Notice
	X	What documents did your question pertain to? (Please select all that apply)	Oath or Declaration Application Data Sheet Power of Attorney Fees Specification Drawings Other, please specify	X1	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	File_Notice_Docs
	X1	Please specify what documents your question pertains to:			Text field, <100 char		N	Skip Logic Group	OE_File_Notice_Docs
	V	What was your primary reason for calling?	How to file an application Examination policy and procedure Term adjustments Application status Reexamination and reissue General information about USPTO International inquires Assistance with uspto.gov Other, please specify	F1 M1	Radio button, one-up vertical	Single	Y	Skip Logic Group Randomize Anchor Answer Choice	No File_Reason

	M1	Please specify your reason for contacting USPTO:			Text field, <100 char		N	Skip Logic Group	OE_No File_Reason
	F1	What technical help did you need for uspto.gov? (Please select all that apply)	Java and web browser compatibility	J1	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	No File_Technical Help
Understanding error message(s)									
Difficulty understanding technical content									
			Other, please specify						
CAS0077464	J1	Please specify what technical help you needed:			Text field, <100 char		N	Skip Logic Group	OE_No File_Technical Help
	P	Did you call about specific documents with the USPTO?	Yes	O	Drop down, select one	Single	Y	Skip Logic Group	File_No PreExam
			No	R					
	O	What documents did your question pertain to? (Please select all that apply)	Oath or Declaration	W1	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	File_No PreExam_Docs
			Application Data Sheet						
			Power of Attorney						
			Fees						
			Specification						
			Drawings						
		Other, please specify							
	W1	Please specify what documents your question pertains to:			Text field, <100 char		N	Skip Logic Group	OE_File_No PreExam_Docs
	R	What was your primary reason for calling?	How to file an application	T1 U1	Radio button, one-up vertical	Single	Y	Skip Logic Group	File_No PreExam_Reason
			Examination policy and procedure						
			Term adjustments						
			Application status						
			Reexamination and reissue						
			General information about USPTO						
			International inquires						
			Assistance with uspto.gov						
	Other, please specify						Anchor Answer Choice		
	U1	Please specify your reason for contacting USPTO:			Text field, <100 char		N	Skip Logic Group	OE_File_No PreExam_Reason
	T1	What technical help did you need for uspto.gov? (Please select all that apply)	Java and web browser compatibility	L1	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	File_No PreExam_TechHelp
			Understanding error message(s)						
			Difficulty understanding technical content						
			Other, please specify						
	L1	Please specify what technical help you needed:			Text field, <100 char		N	Skip Logic Group	OE_File_No PreExam_TechHelp

CAS0077462		What was your primary reason for contacting the USPTO Customer Support Center?	Technical help for uspto.gov	QQ	Drop-down, select-one	Single-	Y	Skip Logic Group	Reason for Call
			Patents	RR					
			Trademarks	RR					
			General questions about USPTO						
			Other, please specify	OO					
CAS0077463	QQ	What technical help did you need for uspto.gov? (Please select all that apply)	Java and web browser compatibility		Checkbox, one-up-vertical	Multi	Y	Skip Logic Group	Technical Help
			Understanding error message(s)						
			Difficulty understanding technical content						
			Other, please specify	PP					
CAS0077464	PP	Please specify what technical help you needed:			Text field, <100 char		N	Skip Logic Group	OE_Technical
CAS0077465	OO	Please specify your reason for contacting USPTO:			Text field, <100 char	Single	N	Skip Logic Group	OE_Reason
CAS0077466	RR	What specific information did you need assistance with?	Questions about examination policies, procedures and term adjustment determinations		Radio button, one-up-vertical	Single	Y	Skip Logic Group	Reason_Specific Information
			Questions about reexamination and reissue policies and procedures	UU				Randomize	
			Questions about pre-examination notices						
			Application status for a patent/trademark						
			Filing for a patent/trademark						
			International inquires						
			Other, please specify	A				Anchor Answer Choice	
CAS0077467	A	Please specify what information you needed assistance with:			Text field, <100 char	Open	N	Skip Logic Group	OE_Specific Information
CAS0077468	UU	Regarding pre-examination notices, what topic(s) did your question pertain to? (Please select all that apply)	Oath or Declaration		Checkbox, one-up-vertical	Multi	Y	Skip Logic Group	Pre-Examination Notices
			Application Data Sheet						
			Power of Attorney						
			Fees						
			Specification						
			Drawings						
			Other, please specify	GG					
CAS0077469	GG	Please specify what topic(s) your question pertained to:			Text field, <100 char				OE_PreExamTopic
CAS0077470		Did the USPTO representative provide an answer to your question?	Yes	HH, D, C	Radio button, one-up vertical	Single	Y	Skip Logic Group	Provide Answer
			Still waiting on a response	B, C					
			No	B, C					

CAS0077471	HH	Did the USPTO representative provide a clear answer to your question?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Clear Answer
		No							
CAS0077472	D	Approximately how many times did you contact a USPTO representative before your question was resolved?	1		Radio button, one-up vertical	Single	N	Skip Logic Group	Issue Resolved - Call #
			2						
			3						
			4						
			5 or more times						
			Can't recall						
CAS0077473	B	Approximately how many times have you contacted a USPTO representative for this question?	1		Radio button, one-up vertical	Single	N	Skip Logic Group	Issue Not Resolved - Call #
			2						
			3						
			4						
			5 or more times						
			Can't recall						
CAS0077474	C	What do you plan to do next? (Please select all that apply)	Send a message to USPTO via usptoinfo@uspto.gov	TT K	Checkbox, one-up vertical	Multi	N	Skip Logic Group	Next Steps - Not Resolved
			Call the USPTO Customer Support Center again						
			Visit uspto.gov						
			Follow the advice of the call center						
			Nothing; question resolved						
			Contact someone outside of USPTO						
	Other, please specify								
CAS0077475	TT	Who do you intend to contact as a next step?			Text field, <100 char	Open	N	Skip Logic Group	OE_Next Steps - Outside USPTO
CAS0077476	K	Please describe what you plan to do next in an effort to obtain an answer to your question:			Text field, <100 char	Open	N	Skip Logic Group	OE_Next Steps - Not Resolved
CAS0077477		How long was your wait time to connect with a representative?	0 to 5 minutes		Radio button, one-up vertical	Single	Y		Wait Time
	6 to 10 minutes								
	11 to 15 minutes								
	16 to 30 minutes								
	More than 30 minutes								
CAS0077478		Thinking about the time it took to get in touch with your representative was it:	Too long		Radio button, one-up vertical	Single	Y		Perceived Wait Time
	About right								

MHM5294Q002		Which of the following best describes you?	Entrepreneur/ Business Professional Inventor IP Professional: Attorney IP Professional: Paralegal IP Professional: Agent USPTO Employee Other, please specify		Radio button, one-up vertical	Single	Y	Skip Logic Group	Visitor Role
MHM5294Q003	R	Please specify the role that best describes you.			Text area, no char limit		N	Skip Logic Group	Other_Role
MHM5294Q004		If you could suggest one improvement to the USPTO customer service experience, what would it be?			Text area, no char limit	Single	No		OE_Suggestions

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
MHM5294Q001		Did you visit uspto.gov to resolve your concern/question prior to your experience with the USPTO customer service representative?	Yes No		Drop down, select one	Single	Y		Website Usage
		What was your primary reason for contacting the USPTO Customer Support Center?	Technical help for uspto.gov Patents Trademarks General questions about USPTO Other, please specify	QQ RR RR OO	Drop down, select one	Single	Y	Skip Logic Group	Reason for Call
	QQ	What technical help did you need for uspto.gov? (Please select all that apply)	Java and web browser compatibility Understanding error message(s) Difficulty understanding technical content Other, please specify	PP	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Technical Help
	PP	Please specify what technical help you needed:			Text field, <100 char		N	Skip Logic Group	OE_Technical
	OO	Please specify your reason for contacting USPTO:			Text field, <100 char	Single	N	Skip Logic Group	OE_Reason
	RR	What specific information did you need assistance with?	Questions about examination policies, procedures and term adjustment determinations Questions about reexamination and reissue policies and procedures Questions about pre-examination notices Application status for a patent/trademark Filing for a patent/trademark International inquires Other, please specify	UU A	Radio button, one-up vertical	Single	Y	Skip Logic Group Randomize Anchor Answer Choice	Reason_Specific Information
	A	Please specify what information you needed assistance with:			Text field, <100 char	Open	N	Skip Logic Group	OE_Specific Information

	UU	Regarding pre-examination notices, what topic(s) did your question pertain to? (Please select all that apply)	Oath or Declaration	GG	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Pre-Examination Notices
			Application Data Sheet						
			Power of Attorney						
			Fees						
			Specification						
			Drawings						
		Other, please specify							
	GG	Please specify what topic(s) your question pertained to:			Text field, <100 char				OE_PreExamTopic
		Did the USPTO representative provide an answer to your question?	Yes	HH, D, C B, C B, C	Radio button, one-up vertical	Single	Y	Skip Logic Group	Provide Answer
			Still waiting on a response						
			No						
	HH	Did the USPTO representative provide a clear answer to your question?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Clear Answer
	D	Approximately how many times did you contact a USPTO representative before your question was resolved?	1		Radio button, one-up vertical	Single	N	Skip Logic Group	Issue Resolved - Call #
			2						
			3						
			4						
			5 or more times						
			Can't recall						
	B	Approximately how many times have you contacted a USPTO representative for this question?	1		Radio button, one-up vertical	Single	N	Skip Logic Group	Issue Not Resolved - Call #
			2						
			3						
			4						
			5 or more times						
			Can't recall						
	C	What do you plan to do next? (Please select all that apply)	Send a message to USPTO via usptoinfo@uspto.gov	TT K	Checkbox, one-up vertical	Multi	N	Skip Logic Group	Next Steps - Not Resolved
			Call the USPTO Customer Support Center again						
			Visit uspto.gov						
			Follow the advice of the call center						
			Nothing; question resolved						
			Contact someone outside of USPTO						
		Other, please specify							

	TT	Who do you intend to contact as a next step?			Text field, <100 char	Open	N	Skip Logic Group	OE_Next Steps - Outside USPTO
	K	Please describe what you plan to do next in an effort to obtain an answer to your question:			Text field, <100 char	Open	N	Skip Logic Group	OE_Next Steps - Not Resolved
		How long was your wait time to connect with a representative?	0 to 5 minutes		Radio button, one-up vertical	Single	Y		Wait Time
			6 to 10 minutes						
			11 to 15 minutes						
			16 to 30 minutes						
			More than 30 minutes						
		Thinking about the time it took to get in touch with your representative was it:	Too long		Radio button, one-up vertical	Single	Y		Perceived Wait Time
			About right						
MHM5294Q002		Which of the following best describes you?	Entrepreneur/ Business Professional		Radio button, one-up vertical	Single	Y	Skip Logic Group	Visitor Role
			Inventor						
			IP Professional: Attorney						
			IP Professional: Paralegal						
			IP Professional: Agent						
			USPTO Employee						
		Other, please specify	R						
MHM5294Q003	R	Please specify the role that best describes you.			Text area, no char limit		N	Skip Logic Group	Other_Role
MHM5294Q004		If you could suggest one improvement to the USPTO customer service experience, what would it be?			Text area, no char limit	Single	No		OE_Suggestions

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
MHM5294Q001		Did you visit uspto.gov to resolve your concern/question prior to your experience with the USPTO customer service representative?	Yes No		Drop down, select one	Single	Y	
MHM5294Q002		Which of the following best describes you?	Entrepreneur/ Business Professional Inventor IP Professional: Attorney IP Professional: Paralegal IP Professional: Agent USPTO Employee Other, please specify		Radio button, one-up vertical	Single	Y	Skip Logic Group
MHM5294Q003	R	Please specify the role that best describes you.			Text area, no char limit		N	Skip Logic Group
MHM5294Q004		If you could suggest one improvement to the USPTO customer service experience, what would it be?			Text area, no char limit	Single	No	

CQ Label
Website Usage
Visitor Role
Other_Role
OE_Suggestions

Sales	Accessibility	Knowledge	Engagement	Professionalism	Order Process	Satisfaction	FB1	FB2	FB3
Accessibility	0	0	0	0	0	0	0	0	0
Knowledge	0	0	0	0	0	0	0	0	0
Engagement	0	0	0	0	0	0	0	0	0
Professionalism	0	1	1	0	0	0	0	0	0
Order Process	0	1	1	0	0	0	0	0	0
Satisfaction	1	0	0	1	1	0	0	0	0
FB1	0	0	0	0	0	1	0	0	0
FB2	0	0	0	0	0	1	0	0	0
FB3	0	0	0	0	0	1	0	0	0

Service	Accessibility	Knowledge	Response Speed	Professionalism	Resolution	Satisfaction	FB1	FB2	FB3
Accessibility	0	0	0	0	0	0	0	0	0
Knowledge	0	0	0	0	0	0	0	0	0
Response Speed	0	0	0	0	0	0	0	0	0
Professionalism	0	1	1	0	0	0	0	0	0
Resolution	0	1	1	0	0	0	0	0	0
Satisfaction	1	0	0	1	1	0	0	0	0
FB1	0	0	0	0	0	1	0	0	0
FB2	0	0	0	0	0	1	0	0	0
FB3	0	0	0	0	0	1	0	0	0

Sales & Service	Accessibility	Knowledge	Professionalism	Satisfaction	FB1	FB2	FB3
Accessibility	0	0	0	0	0	0	0
Knowledge	0	0	0	0	0	0	0
Professionalism	0	0	0	0	0	0	0
Satisfaction	1	1	1	0	0	0	0
FB1	0	0	0	1	0	0	0
FB2	0	0	0	1	0	0	0
FB3	0	0	0	1	0	0	0