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| **Survey: USPTO Patent OCIO OCFO Contact Centers** |  | |  | |  |
| **I/A#: 30606** |  | |  | |  |
| **Date: 1/10/2020** |  | |  | |  |
|  |  |  | |  | |
| **SURVEY TYPE: Email** |  |  | | | |
|  |  |  | |  | |
| **Survey Q#** | **Type#** | | **Topic Type** | |  |

1 Model Overall satisfaction

2 Model Meet expectations

3 Model Compare to ideal

4 Custom Professionalism

5 Custom Knowledge

6 Custom Helpfulness

7 Custom Issue resolved

8 Custom Know action

9 Custom Suggestions

10 Custom Guidance clear

11 Custom Easy to complete

12 Custom Time to complete

13 Custom Role

14 Custom Specify role