



The text you see here will appear at the top and bottom of your survey, examples below.
Default text is included and you may modify this text as needed.

Welcome and Thank You Text

Welcome Text

Thank you for visiting . 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.

Welcome Text - Tablet / Phone

Thank you for visiting . You've been selected to participate in a brief survey to let us know how we can improve your experience. Please take a minute to share your opinions.

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.

Thank You Text - Tablet / Phone

Thank you for taking our survey - and for helping us serve you better.
We appreciate your input!

Example Desktop


Customer Satisfaction Survey

Thank you 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 **

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.

Example Mobile



Thank you for visiting our site. You've been selected to participate in a brief survey to let us know how we can improve your experience. Please take a minute to share your opinions.

Required questions are denoted by an *

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

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Model Name USPTO Patent, OCIO and OCFO Contact Centers
Model ID
Partitioned No
Date
Model Version 18.1.J

~~Red & Strike-Through~~: Delete
Underlined & Italicized: Re-order
 Pink: Addition
 Blue: Reword



Label	Satisfaction Questions	Label	
1 Satisfaction - Overall	<p>Satisfaction</p> <p>What is your overall satisfaction with your customer service experience? (1=Very Dissatisfied, 10=Very Satisfied)</p>	4 Confidence	<p>Confidence</p> <p>Please rate your confidence in the USPTO as a result of this customer service experience.</p>
2 Satisfaction - Expectations	<p>How well did your customer service experience meet your expectations? (1=Fell Short, 10=Exceeded)</p>		
3 Satisfaction - Ideal	<p>How well did your customer service experience compare to your idea of an ideal customer service experience? (1=Not Very Close, 10=Very Close)</p>		



QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Type	Special Instructions	CQ Label
			When thinking about the customer service representative who assisted you in the contact center, how would you rate the agent on the following: (On a scale of 1-10, with "1" being "needs improvement" and 10 being "outstanding.") Professionalism	1=Needs Improvement 2 3 4 5 6 7 8 9 10=Outstanding Don't know			Y	Radio button, one-up vertical		Professionalism
			Knowledge	1=Needs Improvement 2 3 4 5 6 7 8 9 10=Outstanding Don't know			Y	Radio button, one-up vertical		Knowledge
			Helpfulness	1=Needs Improvement 2 3 4 5 6 7 8 9 10=Outstanding Don't know			Y	Radio button, one-up vertical		Helpfulness
			Was your question or issue resolved by the customer service representative?	Yes No Don't know	A		Y	Radio button, one-up vertical	Skip Logic Group*	Issue resolved
		A	Please rate your agreement with the statement: I now know which action to take to resolve my need or issue following my call.	1=Strongly disagree 2 3 4 5 6 7 8 9 10=Strongly agree Don't know			Y	Radio button, one-up vertical	Skip Logic Group*	Know action
			Based on your interaction with the USPTO, please share any suggestions for improvements that the customer service representative or contact center could make to improve the customer service experience.				N	Text area, no char limit		OE_Suggestions
			When thinking about your overall experiences across multiple interactions with the USPTO, how would you rate your agreement with the following statements: (On a scale of 1-10, with "1" being "strongly disagree" and "10" being "strongly agree") Guidance and communications I've received from the USPTO were clear and simple to understand.	1=Strongly disagree 2 3 4 5 6 7 8 9 10=Strongly agree Don't know			Y	Radio button, one-up vertical		Guidance clear
			I've found it easy to complete what I needed to do.	1=Strongly disagree			Y	Radio button, one-up vertical		Easy to complete

			2 3 4 5 6 7 8 9 10=Strongly agree Don't know					
		I've found that the amount of time to complete what I needed to do for each step was reasonable.	1=Strongly disagree 2 3 4 5 6 7 8 9 10=Strongly agree Don't know		Y	Radio button, one-up vertical		Time to complete
		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	A	Y	Radio button, one-up vertical	Skip Logic Group*	Role
	A	Please specify the role that best describes you.			N	Text field, <100 char	Skip Logic Group*	OE_Role