

Welcome and Thank You Text

Welcome Text

Thank you for calling the USPTO Trademark Assistance 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 experience possible.

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.

Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
	Accessibility		Satisfaction		Communicate Experience (1=Very Unlikely, 10=Very Likely)
1 Accessibility - Convenience	Thinking about <u>reaching the USPTO Trademark Assistance Center by phone</u> , please rate the following: The convenience of contacting customer service by phone relative to other methods (1=Not Convenient at all, 10=Very Convenient, Don't Know)	11 Satisfaction - Overall	What is your overall satisfaction with this telephone customer service experience? (1=Very Dissatisfied, 10=Very Satisfied)	14 Communicate Experience	How likely are you to communicate with others about your customer service experience?
2 Accessibility - Easy Connection	How easy it was to reach a representative (1=Not Easy at all, 10=Very Easy, Don't Know)	12 Satisfaction - Expectations	How well did your telephone customer service experience meet your expectations ? (1=Fell Short, 10=Exceeded)		Recommend Company (NPS) (1=Very Unlikely, 10=Very Likely)
3 Accessibility - Wait Time	The wait time before being connected to a representative (1=Long Wait Time, 10=No Wait Time at all, Don't Know)	13 Satisfaction - Ideal	How well did your experience compare to an ideal telephone customer service experience? (1=Not Very Close, 10=Very Close)	15 Recommend Company	How likely are you to recommend the Trademark Assistance Center to someone else?
	Service Representative (1=Poor, 10=Excellent, Don't Know)				Confidence (1=Not at all Confident, 10=Very Confident)
	Please rate the <u>representative</u> who assisted you in the following areas:			16 Confidence	Please rate your level of confidence in the Trademark Assistance Center .
4 Representative - Understanding	Understanding of my issue or request				
5 Representative - Empathy	Recognition of the importance of my issue or request				
6 Representative - Knowledge	Level of knowledge regarding my issue or request				
7 Representative - Authority	Level of authority to resolve my issue or request on their own				
	Service Resolution				
	Please rate the <u>response</u> provided to your request or question in the following areas:				
8 Service Resolution - Thoroughness	Thoroughness of the explanation (1=Insufficient, 10=Very Thorough, Don't Know)				
9 Service Resolution - Complete	The extent to which my issue or request was resolved (1=Not Resolved at all, 10=Completely Resolved, Don't Know)				
10 Service Resolution - Time	After being connected to a representative, the amount of time I was on the phone (1=Too Much Time, 10=Very Little Time, Don't Know)				

Question Text	Answer Choices	Skip From	Skip To	Required Question? (Y/N)	Type	Special Instructions
Did you visit uspto.gov to resolve your concern/question prior to your experience with the USPTO Trademark Assistance Center customer service representative?	Yes			Y	Radio button, one-up vertical	
	No					
Where are you with the trademark application process?	I have submitted an application		Z	Y	Radio button, one-up vertical	Skip Logic Group
	I need clarification about the process before submitting an application		V			
	I need to resolve a technical issue with uspto.gov before submitting an application		F1			
	Still deciding if I need or want to file an application		7			
	I do not need to file an application		8			
	Other, please specify		1			
Please specify where you are in the application process:		1		N	Text field, <100 char	Skip Logic Group
What was your primary reason for contacting USPTO?	Search for existing trademarks	7		Y	Radio button, one-up vertical	Skip Logic Group*
	Fees					
	General information about trademarks					
	Other, please specify		2			
Please specify your reason for calling:		2		N	Text field, <100 char	Skip Logic Group*
What was your primary reason for contacting USPTO?		8		N	Text field, <100 char	Skip Logic Group
What was your primary reason for contacting USPTO?	Check application status	Z		Y	Radio button, one-up vertical	Skip Logic Group
	Respond to an office action (official letter)					Randomize
	Fees					
	Specimen submission					
	Filing receipt					
	Petition for extension of time					
	Petition for something else					
	Issues with TEAS (Trademark Electronic Filing System)					
	Issues with another USPTO online system					
	Other, please specify		X1			Anchor Answer Choice
Please specify your reason for calling:		X1		N	Text field, <100 char	Skip Logic Group
What was your primary reason for contacting USPTO?	General information about trademarks	V		Y	Radio button, one-up vertical	Skip Logic Group
	General questions about how to use the Trademark Electronic Filing System (TEAS)					Randomize
	General questions about filing an application (e.g., process, fees)					
	Search for existing trademarks					
	Examination policy and procedure					
	International inquiries					
	Other, please specify		M1			Anchor Answer Choice
Please specify your reason for contacting USPTO:		M1		N	Text field, <100 char	Skip Logic Group
What technical help did you need for uspto.gov? (Please select all that apply)	Java and web browser compatibility	F1		Y	Checkbox, one-up vertical	Skip Logic Group
	Understanding error message(s)					
	Difficulty understanding technical content					
	Other, please specify		J1			
Please specify what technical help you needed:		J1		N	Text field, <100 char	Skip Logic Group
Did you interact with another USPTO center? (Please select all that apply)	USPTO Contact Center (UCC)			Y	Checkbox, one-up vertical	Skip Logic Group
	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		C1			Mutually Exclusive
	No, I did not interact with another USPTO Center					Mutually Exclusive

Which other center(s) did you interact with?		C1		N	Text field, <100 characters	Skip Logic Group
Were you transferred to another USPTO center during your call?	Yes		T	Y	Radio button, one-up vertical	Skip Logic Group
	No					
	Don't know					
Were you transferred to the correct USPTO center on the first transfer?	Yes	T		Y	vertical	Skip Logic Group
	No					
	Don't know					
Please indicate your level of agreement with the following statements: The Trademark Assistance Center representative I interacted with was helpful.				Y	Radio button, scale, no don't know	
	1 = Strongly disagree					
	2					
	3					
	4					
	5					
	6					
	7					
	8					
	9					
	10 = Strongly agree					
The Trademark Assistance Center representative I interacted with treated me fairly.				Y	Radio button, scale, no don't know	
	1 = Strongly disagree					
	2					
	3					
	4					
	5					
	6					
	7					
	8					
	9					
	10 = Strongly agree					
The Trademark Assistance Center representative I interacted with treated me fairly.				Y	Radio button, scale, no don't know	
	1 = Strongly disagree					
	2					
	3					
	4					
	5					
	6					
	7					
	8					
	9					
	10 = Strongly agree					
Was your question resolved by a USPTO representative?	Yes		D B, C B, C	Y	Radio button, one-up vertical	Skip Logic Group
	Still waiting on a response					
	No					

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	D		N	Radio button, one-up vertical	Skip Logic Group
Approximately how many times have you contacted a USPTO representative for this question?	1 2 3 4 5 or more times Can't recall	B		N	Radio button, one-up vertical	Skip Logic Group
Based on your experience contacting USPTO, which of the following would you be most likely to do next?	Send a message to USPTO Call the USPTO Customer Support Center Visit uspto.gov Follow the advice of the call center Contact someone outside of USPTO Other, please specify	C	T K	Y	Radio button, one-up vertical	Skip Logic Group
Who do you intend to contact as a next step?		T		N	Text field, <100 char	Skip Logic Group
Please describe what you plan to do next in an effort to obtain an answer to your question:		K		N	Text field, <100 char	Skip Logic Group
Which of the following best describes you?	Entrepreneur/Business Professional Inventor Marketing Professional IP Professional: Attorney IP Professional: Paralegal IP Professional: Agent Other Legal Professional (not in Intellectual Property): Attorney, Paralegal USPTO Employee Other, please specify		R	Y	Radio button, one-up vertical	Skip Logic Group
Please specify the role that best describes you.		R		N	Text area, no char limit	Skip Logic Group
If you could suggest one improvement to the USPTO Trademark Assistance Center customer service experience, what would it be?				N	Text area, no char limit	