

## **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.

### **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.

**Model Name** USPTO Patent, OCIO and OCFO Contact Centers V2  
**Model ID** gtlQR8Rw4YIZwpcAk5V1ow4C  
**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><b>Satisfaction</b></p> <p>What is your <b>overall satisfaction</b> with your customer service experience? (1=Very Dissatisfied, 10=Very Satisfied)</p>	4 Confidence	<p><b>Confidence (1=Not At All Confident, 10=Very Confident)</b></p> <p>Please rate your <b>confidence</b> in the USPTO as a result of this customer service experience.</p>
2 Satisfaction - Expectations	<p>How well did your customer service experience <b>meet your expectations</b>? (1=Fell Short, 10=Exceeded)</p>		
3 Satisfaction - Ideal	<p>How well did your customer service experience <b>compare to your idea of an ideal customer service experience</b>? (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
SBD8915Q001			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 Outstanding=10 Don't know			Y	Radio button, scale, has don't know		Professionalism
SBD8915Q002			Knowledge	1=Needs Improvement 2 3 4 5 6 7 8 9 Outstanding=10 Don't know			Y	Radio button, scale, has don't know		Knowledge
SBD8915Q003			Helpfulness	1=Needs Improvement 2 3 4 5 6 7 8 9 Outstanding=10 Don't know			Y	Radio button, scale, has don't know		Helpfulness
SBD8915Q004			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
SBD8915Q005		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 Strongly agree=10 Don't know			Y	Radio button, scale, has don't know	Skip Logic Group*	Know action
SBD8915Q006			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
SBD8915Q007			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 Strongly agree=10 Don't know			Y	Radio button, scale, has don't know		Guidance clear
SBD8915Q008			I've found it easy to complete what I needed to do.	1=Strongly disagree 2 3			Y	Radio button, scale, has don't know		Easy to complete

			4 5 6 7 8 9 Strongly agree=10 Don't know						
SBD8915Q009			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 Strongly agree=10 Don't know		Y	Radio button, scale, has don't know		Time to complete
SBD8915Q010			Which of the following <b>best describes</b> 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
SBD8915Q011		A	Please specify the role that best describes you.			N	Text field, <100 char	Skip Logic Group*	OE_Role