



Customer Satisfaction Survey

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.

Required questions are denoted by an *

1: *Thinking about reaching the USPTO Trademark Assistance Center by phone, please rate the following:

The convenience of contacting customer service by phone relative to other methods

1=Not Convenient at all, Very Convenient=10, Don't Know

2: *How easy it was to reach a representative

1=Not Easy at all, Very Easy=10, Don't Know

3: *The wait time before being connected to a representative

1=Long Wait Time, No Wait Time at all=10, Don't Know

4: *Please rate the representative who assisted you in the following areas:

Understanding of my issue or request

1=Poor, Excellent=10, Don't Know

5: *Recognition of the importance of my issue or request

1=Poor, Excellent=10, Don't Know

6: *Level of knowledge regarding my issue or request

1=Poor, Excellent=10, Don't Know

7: *Level of authority to resolve my issue or request on their own

1=Poor, Excellent=10, Don't Know

8: *Please rate the response provided to your request or question in the following areas:

Thoroughness of the explanation

1=Insufficient, Very Thorough=10, Don't Know

9: *The extent to which my issue or request was resolved

1=Not Resolved at all, Completely Resolved=10, Don't Know

10: *After being connected to a representative, the amount of time I was on the phone

1=Too Much Time, Very Little Time=10, Don't Know

11: *What is your overall satisfaction with this telephone customer service experience?

1=Very Dissatisfied, Very Satisfied=10

12: *How well did your telephone customer service experience meet your expectations?

1=Fell Short, Exceeded=10

13: *How well did your experience compare to an ideal telephone customer service experience?

1=Not Very Close, Very Close=10

15: *How likely are you to recommend the Trademark Assistance Center to someone else?

1=Very Unlikely, Very Likely=10

16: *Please rate your level of confidence in the Trademark Assistance Center. *

1=Not at all Confident, Very Confident=10

17: *Did you visit uspto.gov to resolve your concern/question prior to your experience with the USPTO Trademark Assistance Center customer service representative?

Yes/No radio buttons

18: *Where are you with the 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

19: *Did you interact with another USPTO center? (Please select all that apply)

- 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, No, I did not interact with another USPTO Center

*Paired question: Please indicate your level of agreement with the following statement:

This interaction increased my confidence in the U.S. Patent and Trademark Office.

20: *Were you transferred to another USPTO center during your call?

- Yes
- No
- Don't know

21: *Was your question resolved by a USPTO representative?

- Yes
- Still waiting on a response
- No

22: *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

23: If you could suggest one improvement to the USPTO Trademark Assistance Center customer service experience, what would it be?

1,000 Characters Remaining

Question to be added regarding representatives:

Please indicate your level of agreement with the following statements: (Scale Note:: 1= *strongly disagree* and 10= *strongly agree*)

The Trademark Assistance Center representative I interacted with was helpful.

Strongly disagree 1 2 3 4 5 6 7 8 9 10 Strongly agree

The Trademark Assistance Center representative I interacted with treated me fairly.

Strongly disagree 1 2 3 4 5 6 7 8 9 10 Strongly agree

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.

[Submit](#)

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