

Patent Public Advisory Committee Meeting

USPTO Patent Call Center Customer Satisfaction Measures



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Why Measure Customer Satisfaction

- Measuring

- Provides key insights and measures as to how well USPTO is meeting the needs of the users we serve.

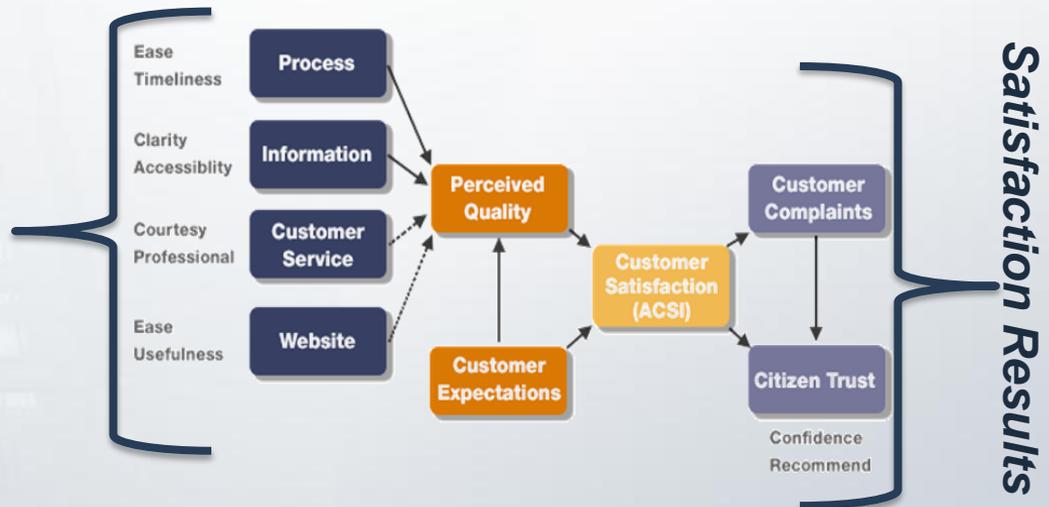
- Improves compliance, commitment, and communication by developing action plans based on survey results.

- Allows the Office to have a proactive approach to the pending Bipartisan legislation to improve customer service delivery across federal agencies.

(Government Customer Service Improvement Act of 2013)

- *USPTO call centers receive over 800,000 calls each year*
- *First call resolution (self reported) runs between 20% to 99+%*
- *Average handle time for calls ranges from 2 ½ minutes to about 10 minutes*

Satisfaction Drivers





Current Approach

- Both the Ombudsman and OCIO Service Desk employ formal customer surveys to gauge customer satisfaction.
- Many of the Call Centers (*) employ Quality Control in the form of recording or monitoring live calls.
- All of the Call Centers have an informal process that allows for calls to be escalated to a manager at the request of a caller.

Patents (12)

- Application Assistance Unit *
- Assignments Recordation Branch *
- Central Reexamination Unit
- Electronic Business Center *
- Inventors Assistance Center
- Inventors Assistance Program
- Office of Patent Legal Administration
- Office of Petitions
- Patent & Trademark Copy Fulfillment Branch *
- Patent Cooperation Treaty
- Patent Trial & Appeal Board
- Patents Ombudsman Program

Trademarks (2)

- Trademark Assistance Center *
- Trademark Trial & Appeal Board *

OCIO (3)

- OCIO Electronic Business Support *
- OCIO Service Desk *
- USPTO Contact Center (UCC)

Finance (1)

- Receipts Accounting Division *



Current Results

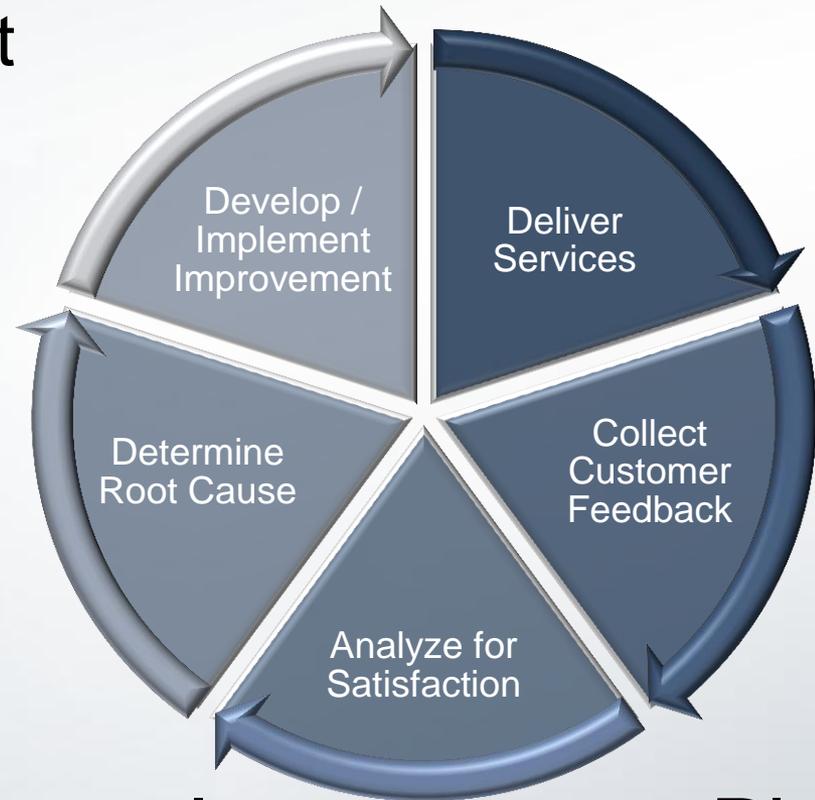
- 60% of users are either “satisfied” or “very satisfied” with the customer service received from the Ombudsman Program.
- Over 91% of OICO Service Desk users rate the service received as “outstanding” or “very good”.





Recommended Approach

- Engage experts to assist the Office
 - Survey Development
 - Survey Deployment
 - Data Collection
 - Data Analysis
 - Data Reporting



- Implement a Continuous Improvement Plan



Questions and Comments?

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