

Patent Public Advisory Committee Quarterly Meeting

USPTO Patent Call Center

Customer Satisfaction Measures



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Current Structure

- ***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***

- 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)

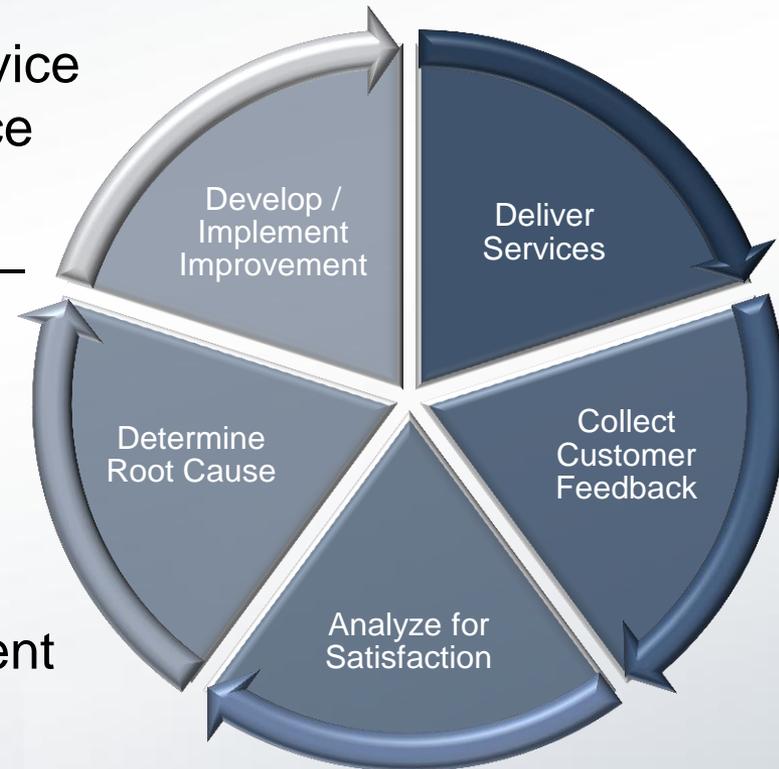
Finance (1)

- Receipts Accounting Division *



Approach

- Customer Satisfaction **Training**
 - Over 70% of all Patents Customer Service Agents have received Customer Service Training
 - 2 final classes scheduled for February – expect 100% participation
- Foresee Customer Satisfaction **Survey** Experts Engaged
 - January - Contract Award Finalized
 - February - Anticipate Survey Deployment
 - Data Analysis after 300 responses
- Implement **Improvement** Plan





Questions and Comments?

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