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PATENT AND TRADEMARK OFFICE**





Interview Training

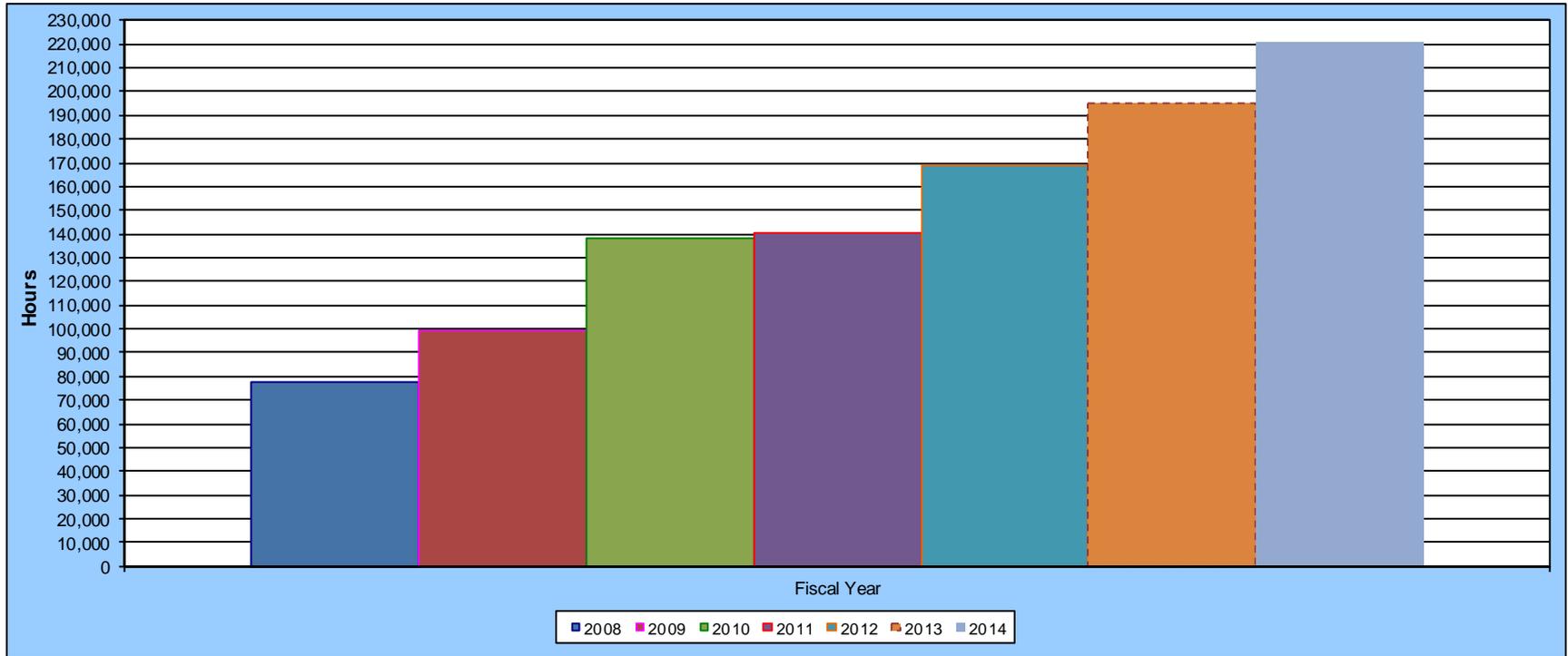
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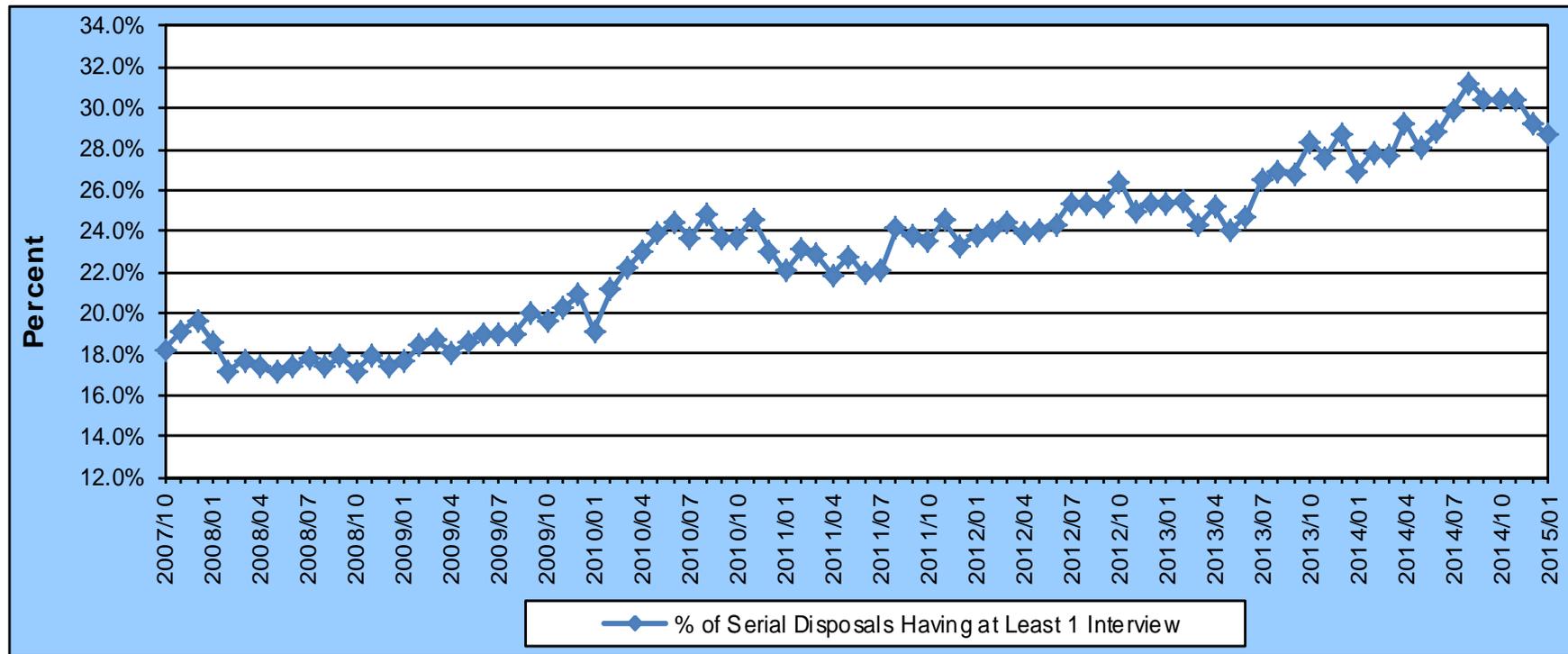
Overview

- Interview Data
- Survey Feedback
- Oral/Written Authorization
- Interview Preparation
- WebEx Refresher
- Face-to-Face Interviews
- Public Interview Room Overview
- Resources - Help

Interview Time FY2008-FY2014



Percent of Serial Disposals Having at Least One Interview by Months FY 2008-FY 2015 (through January)



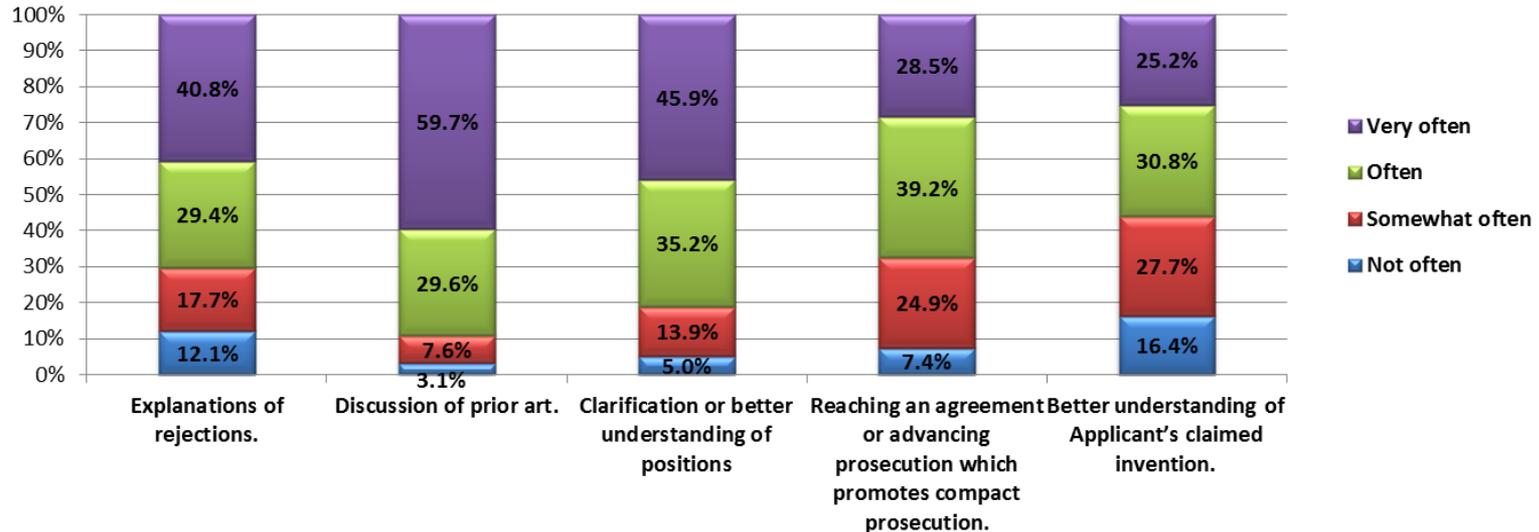
Interview Effectiveness

- For advancing prosecution, Applicants were very positive.



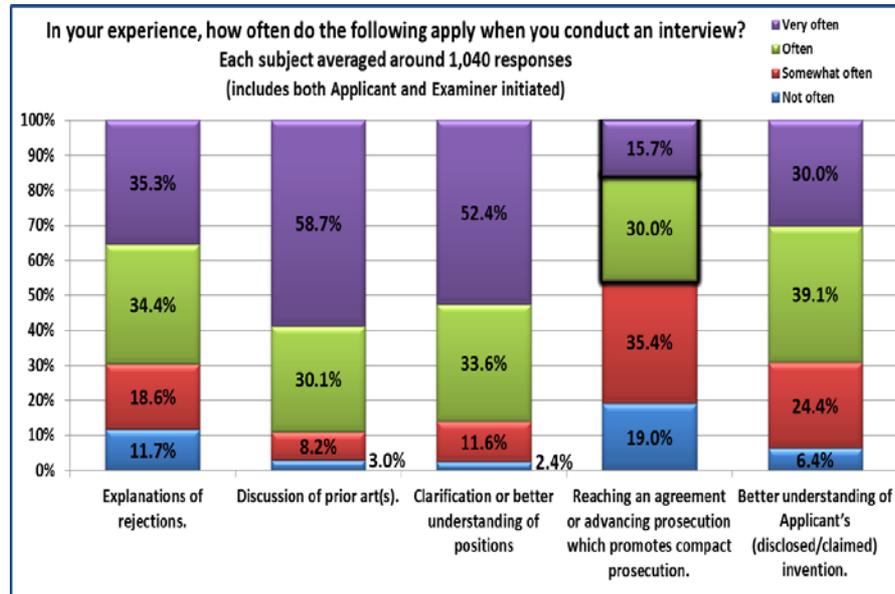
What Happens During an Interview?

In your experience, how often do the following apply when you conduct an interview?
Each subject averaged around 7,700 Responses
(Includes both Applicant and Examiner Initiated)

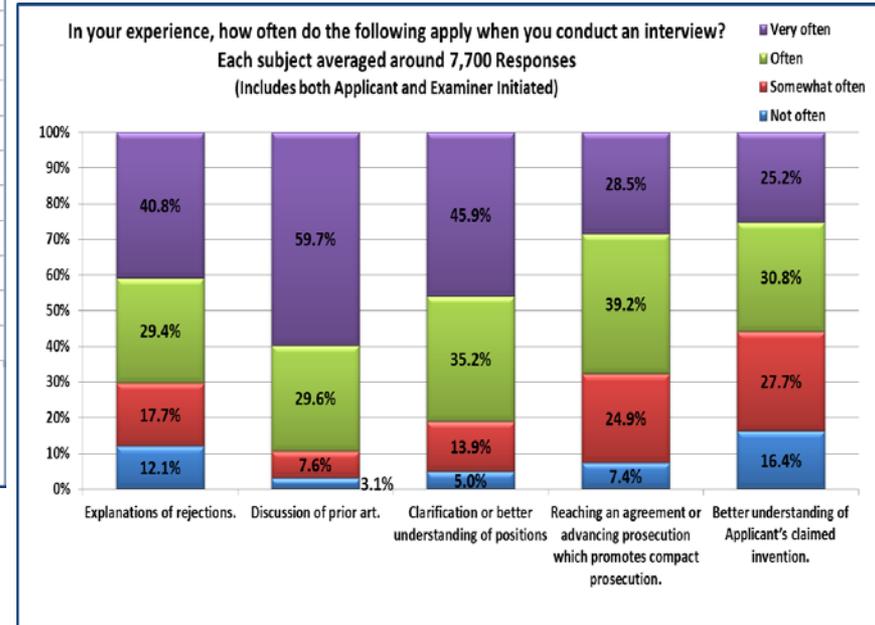


Interview Discussion Results

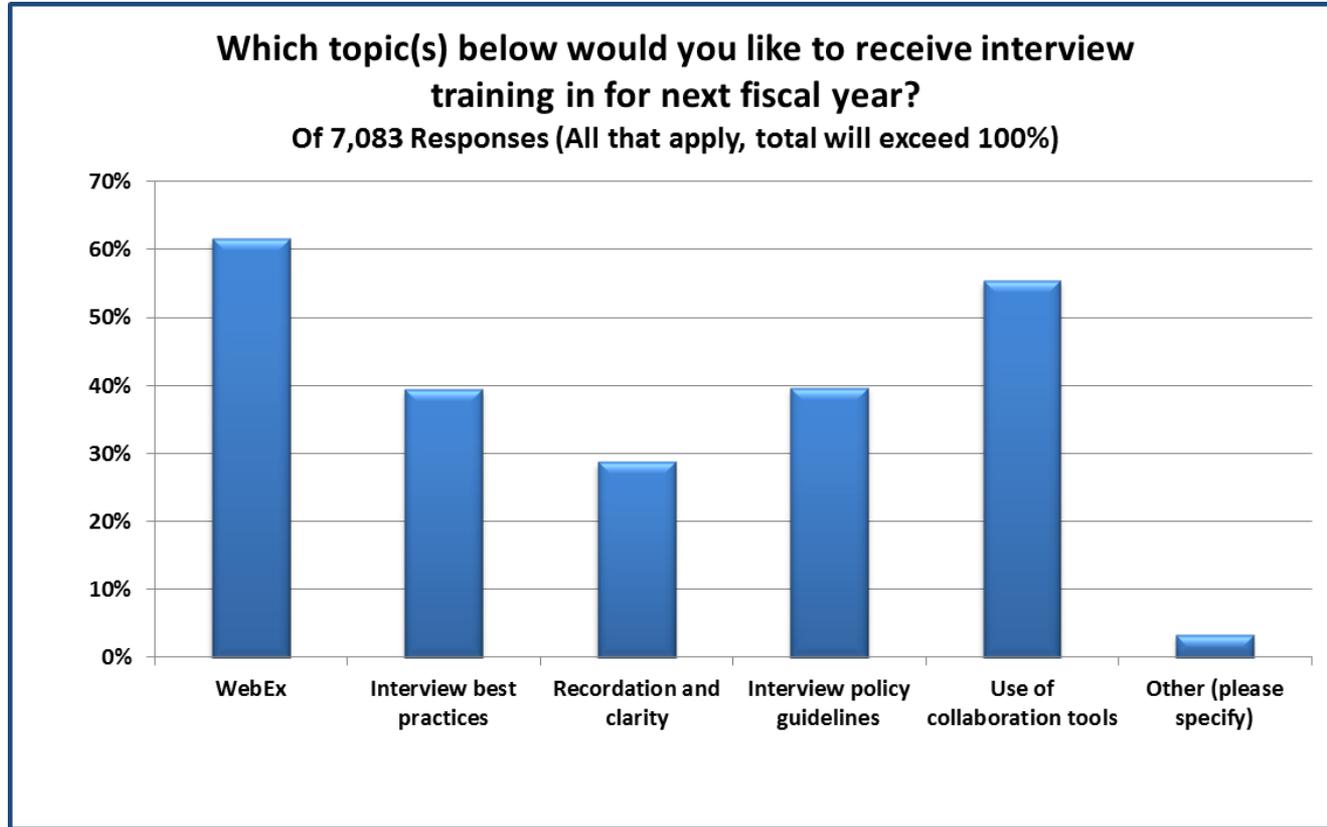
Stakeholder Survey



Examiner Survey



Interview Training Needs





Oral/Written Authorization

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Oral Authorization for Video Conferencing

Change to Internet Usage Policy to Permit Oral Authorization for Video Conferencing Tools

- The USPTO is updating its policy to make it easier for patent applicants to authorize the use of video conferencing tools to conduct examiner interviews. The policy change to MPEP § 502.03 now allows the applicant or his/her representative(s) to use only Oral request to authorize a WebEx interview, in the same way they would request a telephone or in-person interview with the examiner, instead of submitting a written request. See ["Change to Internet Usage Policy to Permit Oral Authorization for Video Conferencing Tools by Patent Examiners" 80 Fed. Reg. 23787.](#)
- The change is intended to make the interview process more efficient but it is important that the details of the authorization be noted on the record. For example, an examiner can state in the interview summary or a separate written communication that "In a telephone communication on 10/10/2015, Attorney John Doe, Reg. No. xx,xxx, authorized the use of USPTO video conferencing tools to conduct the interview."
- This authorization is limited to the video conference interview being arranged and does not extend to other communications regarding the application.



USPTO Automated Interview Request (AIR)

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USPTO Automated Interview Request (AIR) Form

Recognizing that Internet communications are not secure, I hereby authorize the USPTO to communicate with the undersigned and any practitioner of record or acting in a representative capacity in accordance with 37 CFR 1.33 and 37 CFR 1.34 concerning a subject matter of this application via video conference or electronic mail. I understand that a copy of these communications will be made of record in the application file.

* I acknowledge that this communication will be recorded as part of the application file.

*Name:

Registration Number: (5 Digit Numeric Only: 12345)

*U.S. Serial Number: (8 Digit Numeric Only: 12345678)

*Confirmation Number: (4 Digit Numeric Only: 1234)

*E-mail Address:

*Phone Number: (10 Digit Numeric Only: 0123456789)

*Proposed Date and Time of Requested Interview must be at least one (1) week later than current date:

(Note: Confirmation of actual interview date and time will be arranged between examiner and requester)

MM DD YYYY Time (EST)

*Proposed Type of Interview: (Examiners working remotely will offer Video Conference or Telephonic interviews)

* I am the applicant or applicant's representative for this application.

Submit

* Indicates fields that are required



From: PTO Automated Interview Request

Sent: Monday, June 08, 2015 3:00pm

To: Examiner

Subject: USPTO Automated Interview Request (AIR): Action Required – Received interview for US Application Number #####

This is an Automated Interview Request (AIR) made by *** (name of requester) for application number **/**,*** (US serial number) for **/**/**** (Month/Day/Year) at **:*** (hour : minute) ** (AM or PM).

Please respond to this interview request within **1 business day**.

Please contact *** (name of requester) by calling (***) ***-**** (telephone number) or emailing *****@***** (email address) to set up an interview or deny if appropriate.

If you need assistance please contact your SPE or an [Interview Specialist](#) from your TC.

Thank you.



AIR Form Tracking





Interview Preparation

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Interview Policy Guideline

- Interviews are an effective tool to resolve issues and shorten prosecution. An interview should be granted when the nature of the case is such that the interview serves to develop and clarify outstanding issues in an application and leads to a mutual understanding between the examiner and the applicant, and thereby advance the prosecution of the application. [See Interview MOU.](#)

Preparation Refresher

- Preparation is one of the keys to a successful interview.
- Refresher on tips for preparation:
 - Preparing the subject matter.
 - Preparing WebEx.

Prepare for Effectiveness

Adequate preparation is the best tool for ensuring all parties are ready to make interviews effective and to advance prosecution.



Preparation - Agendas

- Agendas are useful to all parties
 - Oral or written – help define the items for discussion.
 - After granting the interview – ask the attorney to be prepared to discuss various items.



Preparation

- Review the record
 - Agenda helps point to areas of focus.
 - Review previous office action and applied references as well as applicants invention.
 - Identify areas where you want clarification. For example:
 - Claim terms are not clear.
 - Attorney asserts claim term's scope is narrower than examiner's interpretation. Ask how and/or where does the specification discloses relevant information and evidence to resolve.

Preparation

- Consultation
 - Examiners without negotiation authority should brief the SPE/Primary who will be present at the interview – before the interview.
 - Examiners without signatory authority should consult with a SPE/Primary about any potential allowable subject matter.
 - Consult with experts within and outside your art area so that you can be prepared to commit to allowable subject matter.



Prepping for a WebEx Interview

- Schedule the Interview
 - Ensure applicant has authorized internet communication
 - Written Authorization in accordance with MPEP § 502.03 or
 - Oral Authorization for each time an WebEx interview is requested. [See 80 Fed. Reg. 23787, April 2015](#)
- Forward WebEx invitation to any USPTO employees participating.

Written Authorization for E-mail communication

- Current policy still requires that Applicant must give written authorization for email or internet communications.

Prepping for a WebEx Interview

- 15 minutes before the interview
 - Start the Meeting through Outlook calendar invitation
 - Check your tools
 - Phone and video need to be operating correctly
 - Prepare your desktop
 - Close or minimize unneeded windows
 - Ensure any needed documents are open and ready to share
 - Check that USPTO participants successfully joined
 - Turn your camera on



Preparation – Attorney not of record

- When an interview request is received from an individual not of record in the application, the examiner should determine if the individual is the inventor or a registered practitioner
 - If the inventor has legal representation, notify them that they need to have their attorney schedule the interview.
 - If pro se inventor, the interview should be granted under normal interview procedures.
 - If an unregistered practitioner, deny the interview request. (Note MPEP § 713.05).
 - If a registered practitioner, have them supply a power of attorney before the interview.
 - If a power of attorney cannot be supplied, the interview is conducted solely from the practitioner's file -the Examiner's and USPTO's files are **closed**.



WebEx Interviews

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WebEx Interview Milestones

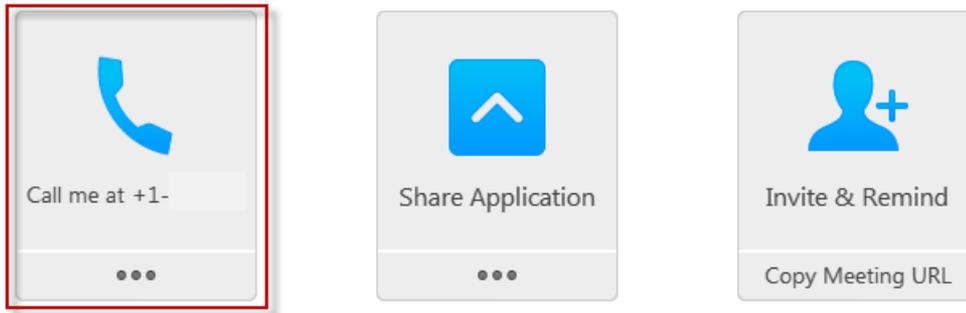
- **2012** - Office introduced WebEx as primary video conferencing tool and provide first training series in WebEx.
- **2013** - Office provides additional WebEx training.
- **2014** - All examiners certified in WebEx.
- **2015** - Office provides WebEx Refresher Training.

WebEx Interview Reminders

- Face-to-face interviews should normally be granted.
- Obtain Oral or written authorization from applicant prior to sending Outlook/WebEx meeting invite (see MPEP §§ [502.03](#) and [713.01](#), and 80 Fed. Reg. 23787, April 2015).
- Face-to-face video conference through WebEx is a great alternative to in-person interviews.
- Face-to-Face video conference interviews should be offered when an in-person interview is not available.
- Webcam needs to be turned on to allow video conferencing.
- Examiner (and not applicant) must host the WebEx session and send the WebEx invitation link.

WebEx Refresher – Dialing in

Hosts and participants may not receive a pop-up message to dial into the meeting audio. Instead, they should select the **“Call me at ...” button** on the WebEx meeting page. An alternate phone number may be entered, if desired.



Tip: Examiner should verify their audio and video are working properly before joining the interview.

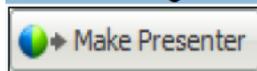
WebEx Refresher – Passing Ball

- **Conducting the Video Conference - Presenter**

Designating a presenter

The first person to arrive is made the presenter, but the Host can assign a Participant the Presenter's role.

1. On the **Participants** panel, select a name to designate as the Presenter.
2. Click the **Make Presenter** button.



(Examiner can also drag ball to participant to make them presenter.)

3. To reclaim the Presenter's role, select your own name and click the **Make Presenter** button.

Note: Examiner should ensure they have the ball at all times unless the applicant would like to share a document (e.g., proposed amendment). Examiner can always grab the ball back at any time. Examiner should only share an application and not their desktop.

WebEx Refresher - Sharing

• Conducting the Video Conference - Sharing

Sharing Files and Applications

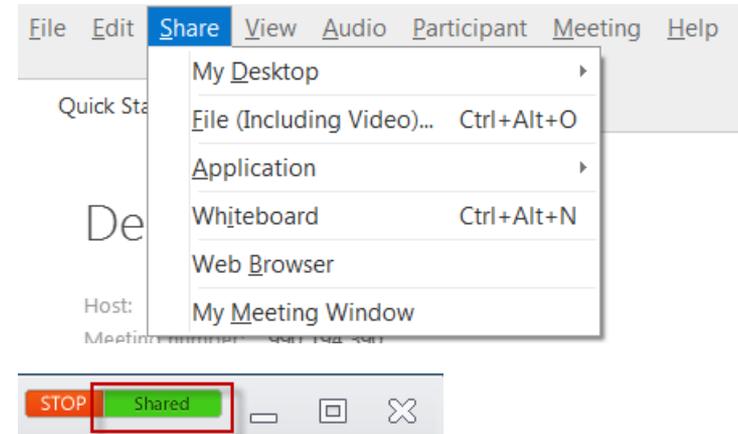
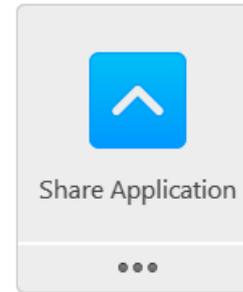
- Share a **File** to present information that will not be edited.
- Share an **Application** to demonstrate software, edit a document, or train attendees on using an application.

Click to expand the **Share** drop-down menu from the main **Quick Start** tab, or the **Share** drop-down menu.

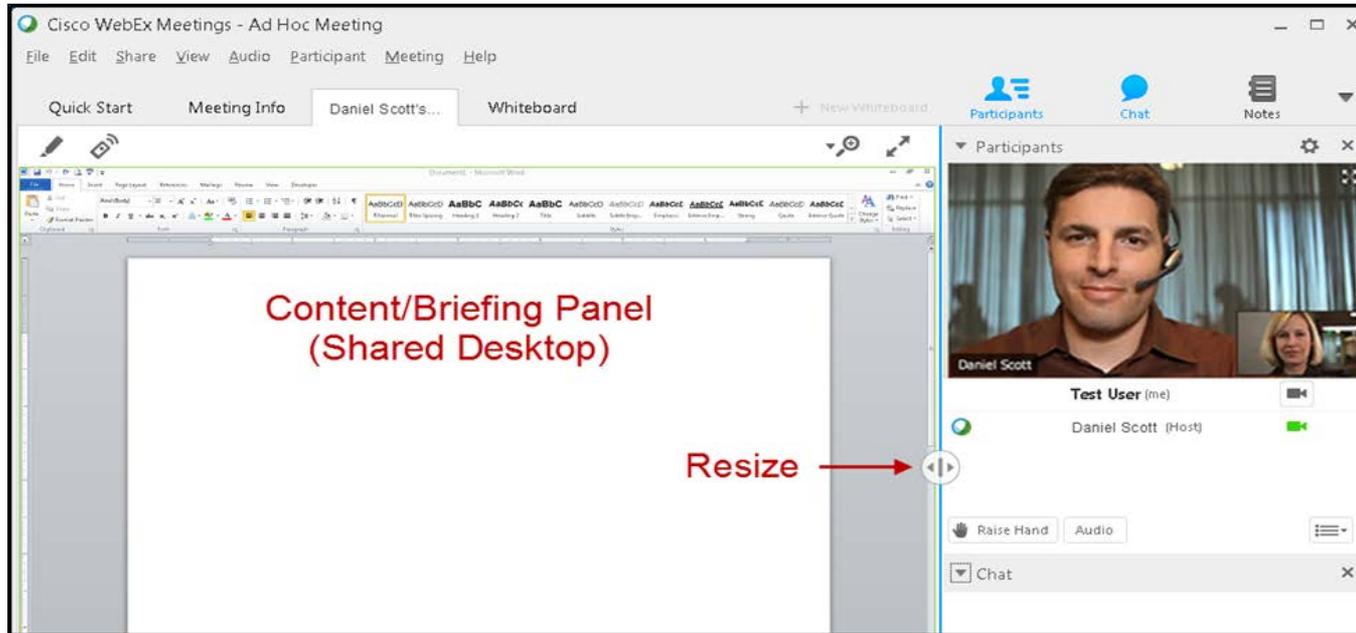
Note: Desktop sharing is not allowed for interviews.

Note: File must be open for you to share it.

Tip: Top right corner of file/application should have “green” shared button when shared.



WebEx Refresher – Sharing (Cont'd)



Participants may resize the content/briefing panel for optimal viewing and may also independently resize the video panel up to full-screen size.

For participants viewing a shared application, the view is now contained in the content/briefing panel instead of taking up the entire computer screen or window. This allows the video, participants list, and chat section to be retained in the view when an application is shared.

WebEx Interview Help



- **WebEx is easy to setup and use, and help is readily available if you need it.**
 - For Interview procedural questions, contact your SPE or TC Interview Specialist
 - For WebEx assistance, contact your **ITRP**
 - 571-272-3471
 - For WebEx software/hardware issues, contact the **Service Desk**
 - 571-272-9000
 - e-mail Servicedesk@USPTO.gov
 - AskAnITRP via Chat
- **For additional information and tips, see the Examiner Interview Resource website**
<http://ptoweb.uspto.gov/patents/interview-resource/>

A background of a technical drawing, likely a cross-section of a mechanical assembly, rendered in a light gray color. The drawing features various components, surfaces, and edges, with several numerical callouts (18, 80, 40, 36, 22, 20, 24, 30, 86, 34, 32, 52, 84, 86, 82) indicating specific parts or dimensions. The drawing is set against a dark green background that has a wavy, torn-paper-like edge at the top and bottom.

Face-to-Face Interviews

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Definitions

- Face-to-face Interview – An interview where the two parties can see and interact with each other. This can be with the two parties in the same room or via video conference (e.g. WebEx).
- In-person Interview – An interview with two parties in the same room.



USPTO Interview Principles

- Interview policy has not changed. [See Interview MOU.](#)
- All requests for face-to-face interviews by the Applicant should normally be granted. Face-to-face interviews are in-person or via video conferencing.
- Applicants or Examiners may request a SPE to participate in an interview in order to facilitate discussion as needed. A request for SPE participation will normally be granted.



In-person Interviews

- Applicants believe in-person interviews tend to be more productive and are highly valued by our stakeholders.
- Who should normally hold in-person interviews?
 - Examiners on a USPTO campus should normally grant request for in-person interviews.
 - Examiners with a reporting requirement or who live within local commuting distance from a USPTO campus should normally hold in-person interviews when requested by the applicant.



Video Conference Interviews

- Enables face-to-face communication.
- Available to all examiners and attorneys/applicants.
- Allows sharing of documents when appropriate.
- Webcam must be turned on.



Interview Assistance

To further assist Examiners and Stakeholders in facilitating effective interviews, an Interview Specialist position has been created in each TC to be a subject matter expert in interview practice and serve as a resource.

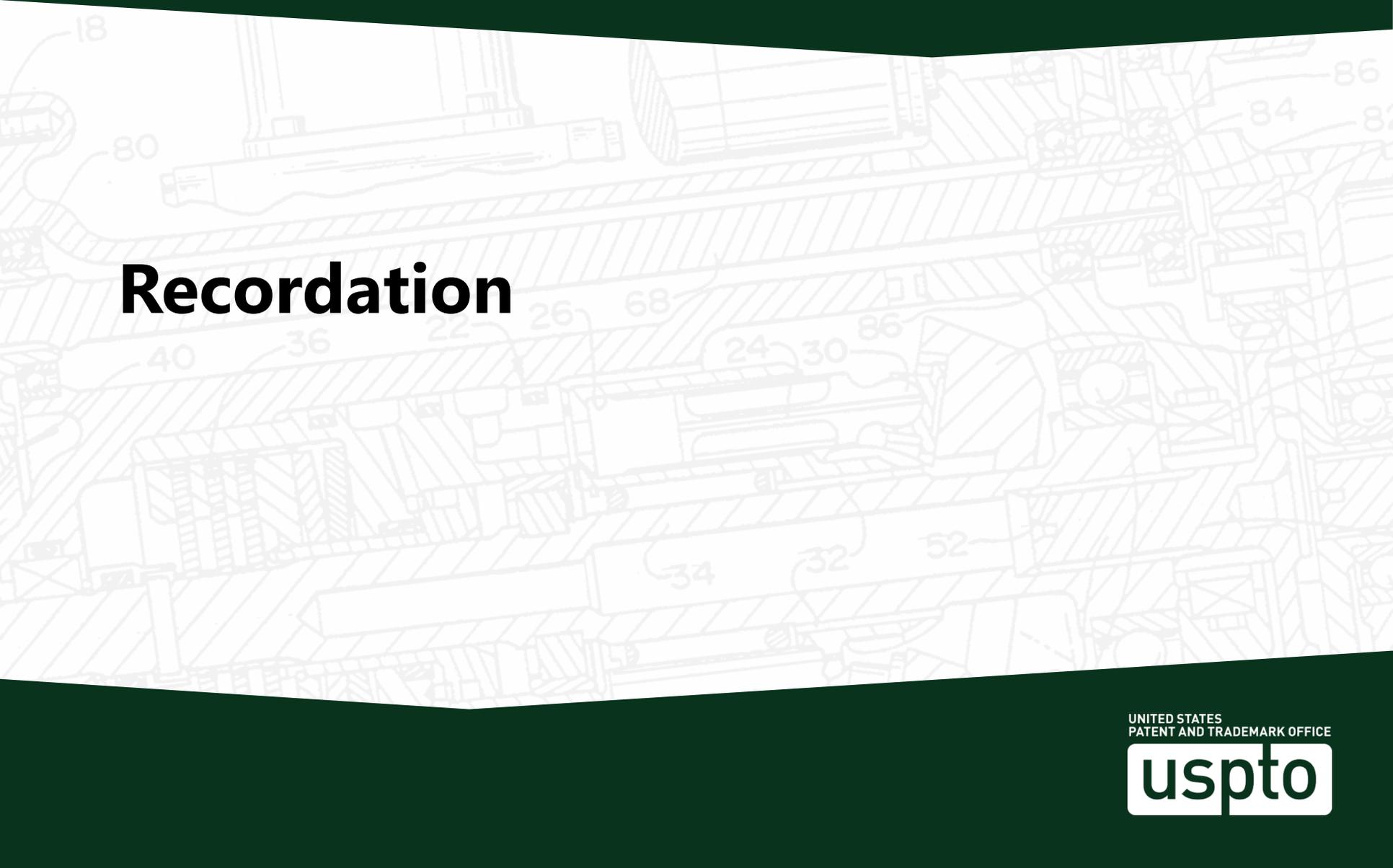
The list of TC Specialist can be found here:

<http://ptoweb.uspto.gov/patents/interview-resource/contact.html>



Interview Specialist

- Helps to facilitate interviews by:
 - Provides “Just-in-time” training and guidance to examiners on current policy, interview best practices, and the use of video conferencing for interviews.
 - Provides assistance when technical issues arise that must be addressed (such as: WebEx problems, public interview room setup) or Applicant would like a technical expert present to ensure the virtual interview goes smoothly.
 - Fills in for a home SPE when SPE is not able to attend interview.



Recordation

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Recordation

- Summarize the arguments or discussion.
- Indicate whether agreement was reached.
- Remember, prosecution is to occur on the record so your summary is important in ensuring a complete prosecution history
- Attach any documents presented to the Interview Summary form
 - Include proposed claim amendments, evidence or arguments received in conjunction with conducting the interview.

Interview Summary Forms

- There are two different interview forms. The form used should be based on who requests the interview:
 - Applicant initiated interview form (PTO-413)
 - Examiner initiated interview form (PTO-413B)
- Each form contains check boxes for the 3 different types of interviews.
 - Personal
 - Telephonic
 - Video Conference (WebEx interviews)
- It is important to use the correct interview form and properly indicate what type of interview is held by checking the appropriate box.

Type: Telephonic Video Conference
 Personal [copy given to: applicant applicant's representative]



Public Interview Room

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Public Interview Room

- A Public Interview Room is a video conference room on each USPTO campus designated for Applicants to use to connect and collaborate with examiners that are working remotely or at a different USPTO campus, which are different from regular interview rooms.
- A public interview room is a resource to be used when an applicant would like to be on campus and hold a face to face interview with a remote examiner, not for a standard WebEx interview.
- Examiner does not need to setup their own WebEx session, the details of their WebEx meeting will automatically be sent to them shortly after reserving a public interview room.
- Must be reserved by Examiner at least two business days prior to interview.
- Written or Oral authorization to communicate electronically is required prior to reserving a public interview room (see MPEP § § [502.03](#) and [713.01](#), and 80 Fed. Reg. 23787, April 2015).
- Any documents to be shared by the applicant should be e-mailed to the Examiner prior to the interview.

Public Interview Room – Alexandria (Jefferson 1D51)



Public Interview Room – Denver



The Denver Public interview room is located on the 14th floor of the Byron G. Rogers USPTO Satellite Office (BRB 14.111).

Public Interview Room – Detroit



The Detroit Public interview room is located on the 2nd floor of the Elijah J. McCoy USPTO Satellite Office RPL 2049.

Public Interview Room - Additional Info

<http://ptoweb.uspto.gov/patents/interview-resource/>

Examiner Interview
Resource



Policy

Training

Video Conference

RoomRez

Interview Practice External Internet Page

RoomRez

Tool for reserving **Examiner and Public Interview** rooms



Policy

Training

Video Conference

RoomRez



Public Interview Room - Additional Info

Examiner Interview Resource

Home Policy Training Video Conference RoomRez

PTOWeb > Patents > Examiner Interview Resource

RoomRez

The [RoomRez](#) system (use IE browser only) allows examiners to reserve interviews rooms. The system allows for reserving two types of rooms as follows:

Examiner Interview Room (RoomRez QRG)

- Rooms available to all examiners in order to conduct interviews when the examiner's office is not suitable for the interview. Examiner interview rooms are located on the 1st floor conference center of the Jefferson, Remsen, Knox and Randolph buildings.

Public Interview Room ([Public Interview Room Examiner Procedures](#))

- Rooms on each USPTO campus designed for the public to participate in video conferences with examiners working remotely. The Alexandria public interview room is located in Jefferson 1st floor (1D51). The Detroit Public interview room is located on the 2nd floor of the Elijah J. McCoy USPTO Satellite Office RPL 2049. The Denver Public interview room is located on the 14th floor of the Byron G. Rogers USPTO Satellite Office (BRB 14.111).

[Click here to reserve an examiner or public interview room \(use IE browser only\)](#)

Policy

Training

Video Conference

RoomRez

Contact Us

Public Interview Room-Reservation Process



STEP 1: RoomRez Reservation -Reservation should be made at least 2 business days in advance. Examiner visits RoomRez to initiate reservation. Under, **Check Room Availability**, make sure your **Location/Campus** is selected, as well as the room type set to **Public Interview**. Select your requested **date** of interview and click “Find a Room”. The Public Interview Room will show, with a list of times, select the time you prefer (if available), and then click “**Complete Reservation**”. Oral or written authorization should be attained prior to reserving the public interview room.

Public Interview Room-Reservation Process



RoomRez a Web app to reserve a room

Welcome mthier

My Reservations | **Check Room Availability** | Reports | Support

To begin, select a Location/Campus and a Room Type from the left column below. Then, select a date from the calendar to schedule a time. Click the "Find a Room" button after all three selections are made to view available times. A QRG on RoomRez is available.

Check Room Availability:

Location/Campus: Alexandria Denver Detroit

Room Type: Examiner Interview Public Interview Examiner Hoteling SPE Hoteling TSS Hoteling

Date:

April 2015

Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

Advanced notice is required for Public Interview Rooms.

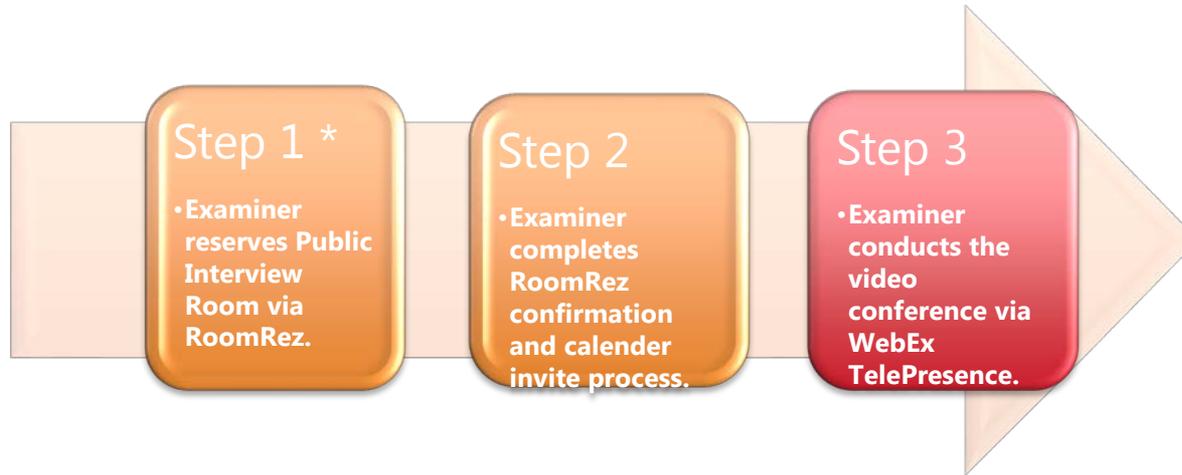
Public Interview Room-Reservation Process



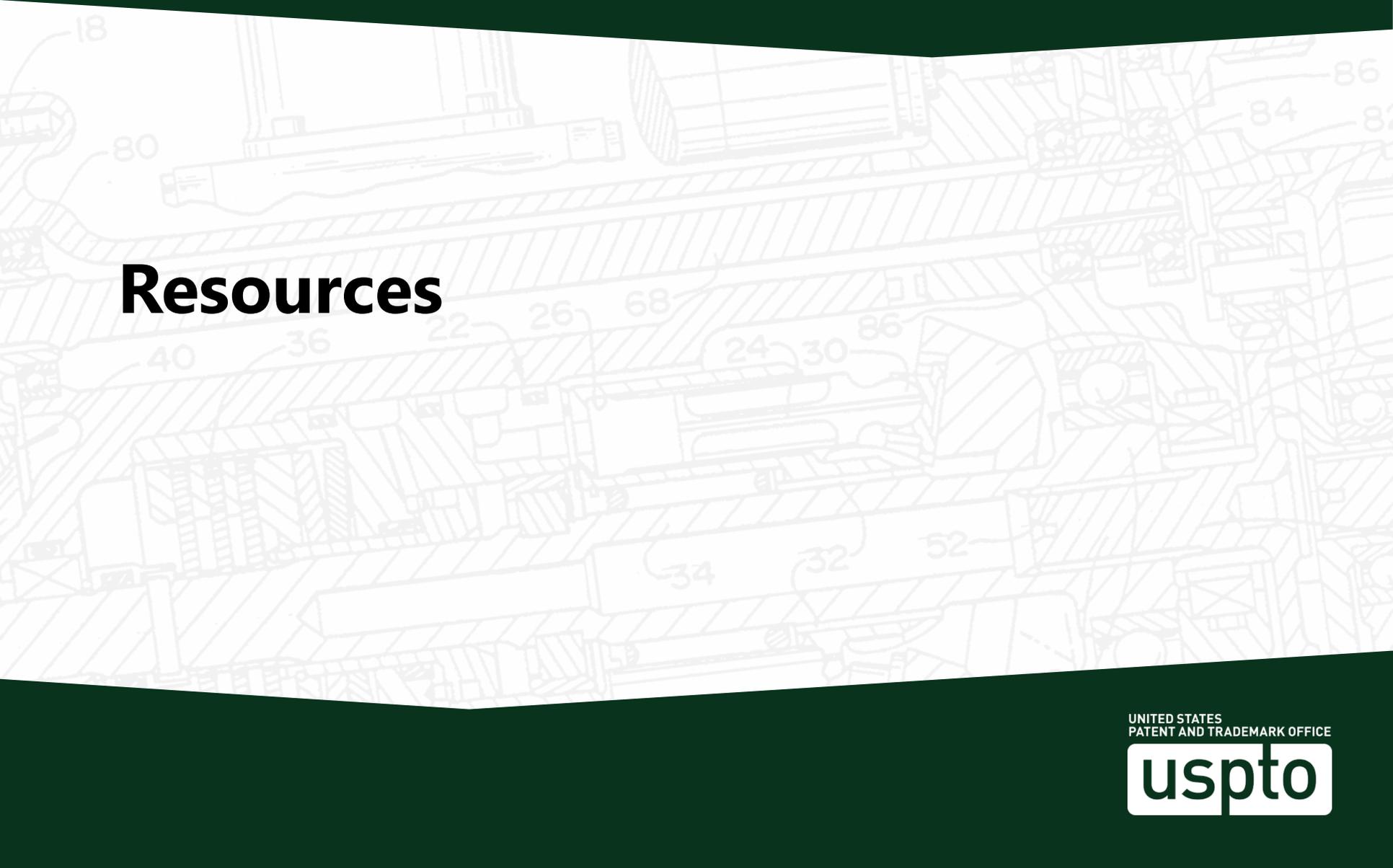
STEP 2: (a) **RoomRez Confirmation** -Examiner will receive a RoomRez confirmation e-mail. Follow the emailed instructions which include completing and sending the Confirmation for Public Interview Room form to the Applicant and Cc your immediate supervisor as an attachment.

(b) **Outlook Calendar Invites** - Examiner will receive two calendar invites, one directly from RoomRez and another from VTC OPS. **The email/invite from VTC OPS will contain the WebEx details and link for the interview (examiner does not need to set up their own WebEx).** Examiner should accept both invites and forward them to any USPTO personnel who will be attending the meeting. Do not forward the WebEx TelePresence link, invites, and content of Public Interview Room confirmation e-mail to Applicant. Your invite may be slightly delayed as a result of VTC OPS processing your request.

Public Interview Room-Reservation Process



STEP 3: Interview – On the day of interview, Examiner clicks on the WebEx link in the VTC OPS calendar invite to join the meeting. An Office Manager will ensure Applicant is properly signed in and escorted to the Public Interview Room at the start of the interview where the video conferencing equipment is preset to start (Office Manager may need to turn on monitor in order for Applicant to hear and see you). Once the meeting time starts, and the monitor is on, the Applicant can see and hear the examiner. At the conclusion of the interview, the Office Manager will ensure Applicant is escorted from the Public Interview Room.



Resources

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Resources

- Examiner Interview Resource website

— <http://ptoweb.uspto.gov/patents/interview-resource/>

Examiner Interview Resource Home Policy Training Video Conference RoomRez

PTO Net > Patents > Examiner Interview Resource

Policy
Collection of **Policies, Procedures, and Guidance** on Interview Practice

Policy

Training

Video Conference

RoomRez

[Contact Us](#)

[Interview Practice External Internet Page](#)

Welcome to the USPTO Examiner Interview Resource website. The Examiner Interview Resource website is a collection of policies, procedures, training, and guidance on effective interview practice.

The USPTO encourages examiners to take a proactive approach to examination by reaching out and engaging our stakeholders in an effort to resolve issues and shorten prosecution. The training and guidance emphasize interviews as a tool that can create an open dialog with Applicants and enhance the quality and efficiency of examination.

Resources (Cont'd)

- WebEx FAQs/QRG
 - [http://usptopat/SIRA/comm/ats/GAT/General Automation Training Documents/WebEx-FAQs_QRG.pdf](http://usptopat/SIRA/comm/ats/GAT/General_Automation_Training_Documents/WebEx-FAQs_QRG.pdf)
- Collaboration Resource Center
 - <http://ptoweb.uspto.gov/patents/crc/webex.html>

• Your Supervisor

• TC Interview Specialist

Resources (Cont'd)

Contact a TC Interview Specialist

TC1600	Barham, Bethany P. ; Krass, Frederick ; Kwon, Brian-Yong
TC1700	Stagg, Miriam ; Norton, Nadine ; Gulakowski, Randy ; Ryan, Patrick
TC2100	Wong, Don ; Gaffin, Jeffrey ; Kim, Matt ; Rones, Charles
TC2400	Pwu, Jeffrey ; Perungavoor, Sathyanarayanan ; Patel, Ashok B. ; Ferris, Derrick W. ; Thier, Michael
TC2600	Horabik, Michael ; Afshar, Kamran ; Pappas, Claire X. ; Kumar, Srilakshmi
TC2800	Kraig, William ; Dole, Timothy ; Macchiarolo, Peter ; Mai, Anh T. ; Kim, Robert ; Richards, Drew N. ; Choi, Jacob
TC2900	Murphy, Celia ; Goodman, Eric L. ; Hattan, Susan B. ; Krakower, Susan E.
TC3600	Ridley, Richard ; Gart, Matthew S. ; Jimenez, Marc ; Luu, Teri
TC3700	Ostrup, Clinton T. ; McAllister, Steve ; Erezo, Darwin ; Suhol, Dmitry
TC3900	Fischer, Andrew ; Pathak, Sudhanshu
OPT	McDermott, Corrine ; Morris, Lesley

Summary

- Interview Data
- Survey Feedback Review
- Oral/Written Authorization
- Automated Interview Request (AIR)
- Interview Preparation Recap
- WebEx Refresher
- Face-to-Face Interviews Recap
- Public Interview Room Review
- Resources - Help



Questions?

Timecode – **ATRRAIN-0000-090101**

ExaminerInterviewPractice@USPTO.GOV

