



WIPO | PCT

The International
Patent System



PCT User Survey 2017

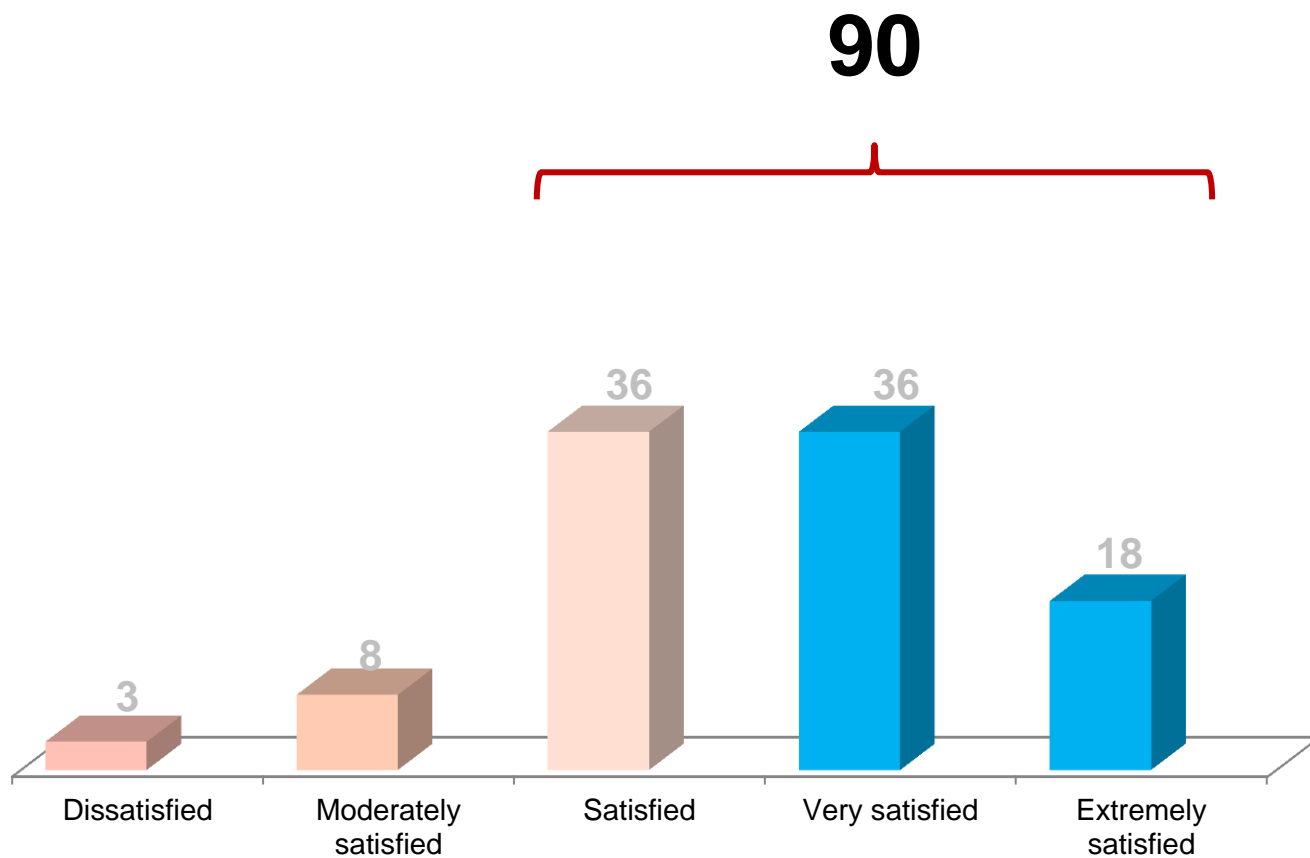
PCT Working Group
Eleventh Session

**Geneva
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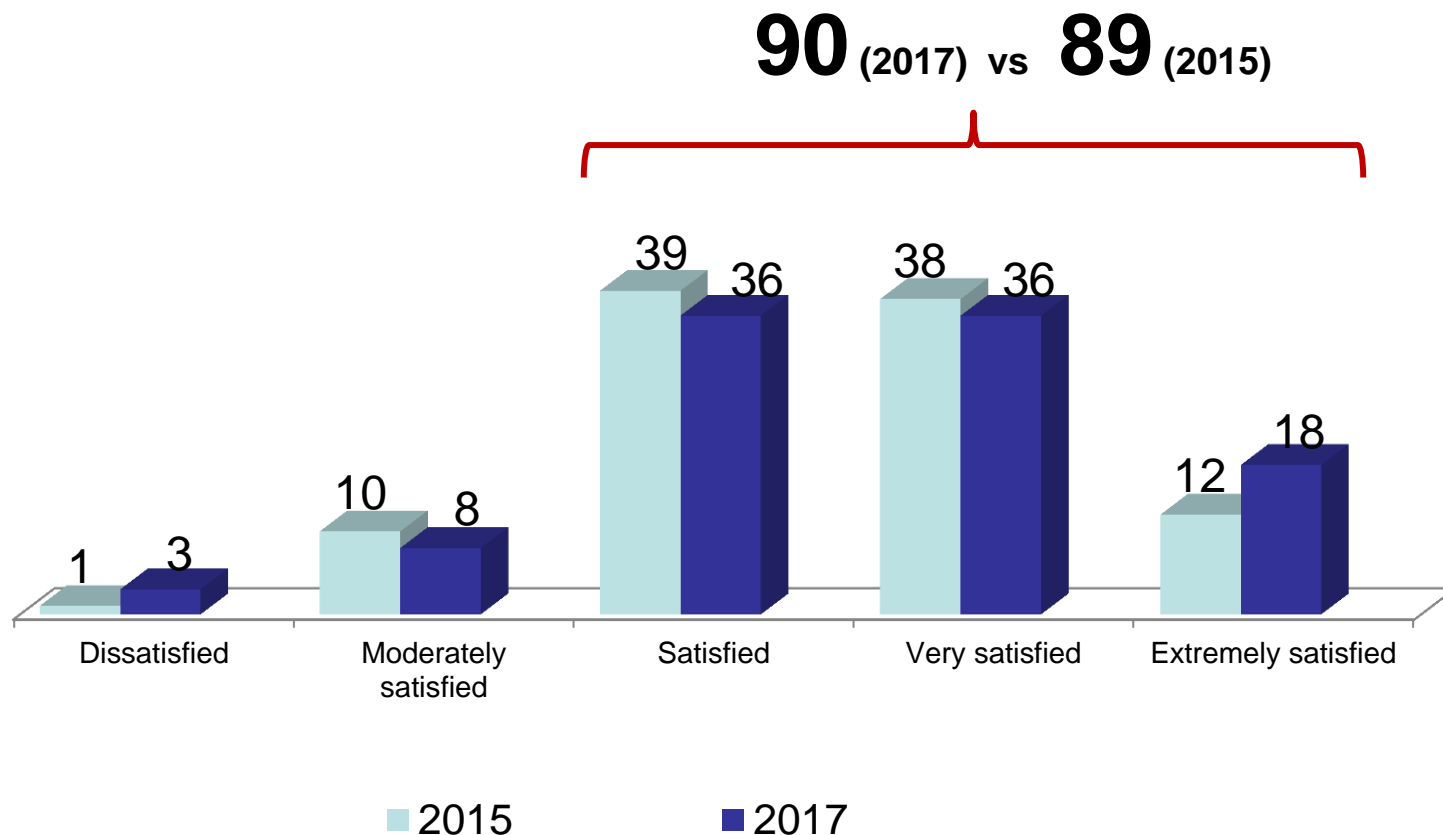
Respondents

- 1,968 survey participants
- Countries: US, AT, CN, JP, DE, IT, IL, KR, RU, IN, CA, FR, ES, GB, BR
- 80% general PCT users/20% RO/IB clients
- 50% agents/law firms, 49% large companies
- 25% had attended an in-person PCT seminar, 11% webinars, 10% watched PCT online training videos, and 8% PCT DL course
- 53% ePCT private service users, compared to 35% in 2015

Overall PCT Satisfaction 2017



PCT User satisfaction has progressed since 2015



Satisfaction varies by user type

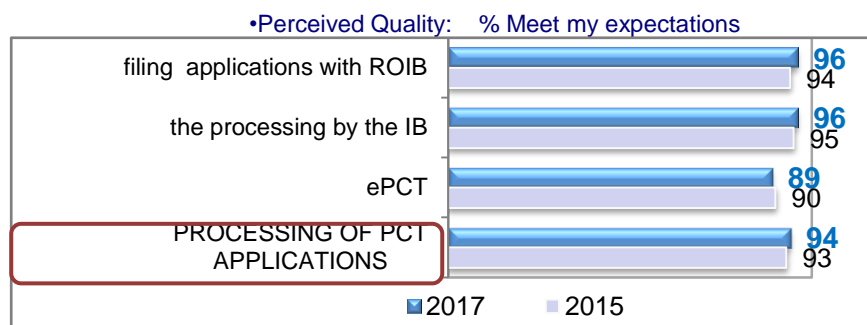
■ Satisfaction level

- ❑ large company users remains high and continues to progress
 - Likewise for SME applicants
- ❑ agents in law firms remains positive
- ❑ individual applicants appears to have decreased to some extent
- ❑ very little data in this survey from small segment of universities and public research institutions

Satisfaction varies by applicant country

- Users from North America remain most satisfied
- As also found in 2015, users from Asian countries (Japan, Republic of Korea, Singapore, Australia) and Russian Federation show the lowest levels of satisfaction
- Satisfaction levels in India and China have progressed
- European users show differing satisfaction levels
 - Swedish, Danish, French and Swiss users quite satisfied
 - United Kingdom, Italy, Belgium, Spain less so

PCT application processing at WIPO



		2017	2015	Evolution
Filing with RO/IB	Opening hours	98	95	3
Filing with RO/IB	Friendly attitude of staff	98	98	0
Filing with RO/IB	Ease in finding how to contact the RO/IB (phone, fax, email)	97	94	3
Filing with RO/IB	Availability of staff	97	91	6
Filing with RO/IB	Information provided as to who deals with your request	97	94	3
Processing by the IB	Competence of staff	97	96	1
Processing by the IB	Timeliness in international publication	97	96	1
Filing with RO/IB	Choice of the languages of communication offered	96	96	0
Filing with RO/IB	Ease in contacting the right person for your needs	96	89	7
Filing with RO/IB	Quality of the general explanations provided (e.g. on the status of the application)	96	95	1
Processing by the IB	Accuracy in processing documents at the IB	96	95	1
Processing by the IB	Accuracy of information made publicly available for the public	96	96	0
Filing with RO/IB	Quality and efficiency of the support and advice	95	95	0
Filing with RO/IB	Accuracy in processing fees	95	95	0
Filing with RO/IB	Ease of filing a PCT application with RO/IB	94	96	-2
Processing by the IB	Timeliness in processing post-filing documents at the IB	94	92	2
Filing with RO/IB	Help received to meet the PCT formality requirements	93	94	-1
Using ePCT	Time in receiving a response to your submission	92	92	0
Filing with RO/IB	Timeliness in processing your new application filed with RO/IB	90	90	0
Using ePCT	Opening an ePCT account	89	90	-1
Using ePCT	Ease of managing files and keeping track of	89	92	-3
Using ePCT	Ease of submitting documents through ePCT	88	92	-4
Using ePCT	Management of rights under ePCT	87	86	1
Using ePCT	Technical support regarding the use of ePCT	87	87	0

■ Filing applications with RO/IB

- ❑ Positive values / strengths attributed to PCT RO/IB: friendliness, quality of explanations, support, opening hours, ease of filing the application, choice of languages, access

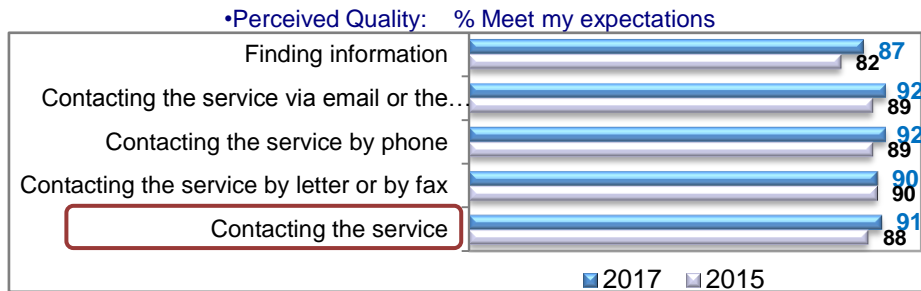
■ Processing by IB

- ❑ Accuracy and timeliness in processing are appreciated, and competence of staff recognized

■ Using e-PCT

- ❑ e-PCT perceived as easy for submitting documents, managing files and keeping track of information
- ❑ 2 areas we will want to look at further are technical support and rights management, which are slightly under the other satisfaction levels

Contacting the PCT at WIPO



		2017	2015	Evolution
Contacting by phone	Friendly attitude of staff	96	95	1
Contacting via email website	Quality of the language used in replies	95	93	2
Contacting via email website	Ease in sending your enquiry via the website (Contact Us form)	94	89	5
Contacting by phone	Quality of the language spoken	94	92	2
Contacting By letter fax	Quality of the language of the reply	94	93	1
Finding information	Quality of the contact detail information provided (clarity, completeness,	93	89	4
Contacting by phone	Responsiveness in answering the phone	93	89	4
Contacting by phone	Choice of available languages of communication	93	92	1
Finding information	Ease in finding how to contact these services (phone, fax, email, etc)	92	89	3
Contacting via email website	Responsiveness in replying to emails or Contact Us form requests	92	88	4
Contacting by phone	Availability of staff	92	86	6
Contacting by phone	Completeness of the answer given the first time you called	92	88	4
Contacting by phone	Opening hours	90	87	3
Contacting via email website	Effectiveness of the WIPO website Contact Us form	89	87	2
Contacting By letter fax	Style and format of the reply	89	91	-2
Contacting by phone	Ease in contacting the right person for your needs	88	80	8
Contacting By letter fax	Responsiveness in replying to a letter or to a fax	86	87	-1
Finding information	Ease in finding the right service for your needs	83		
Finding information	Ease in finding the required information on the WIPO website	79	75	4

■ Contacting by phone

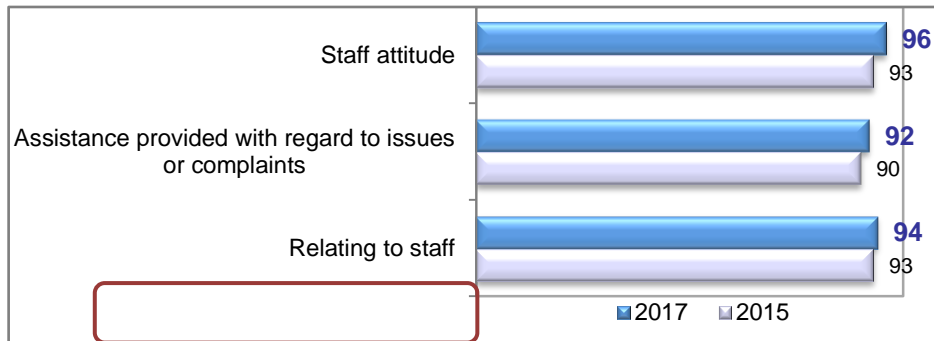
- ❑ PCT strengths are the friendly attitude of staff and the customization of the contact

■ Contacting by email or website

- ❑ PCT strengths would appear to be the responsiveness and the ease to send an inquiry
- ❑ Finding the information needed on the website appears to still be challenging for some applicants

Interaction with WIPO PCT staff

•Perceived Quality: % Meet my expectations



■ Progress in all aspects of interacting with PCT staff

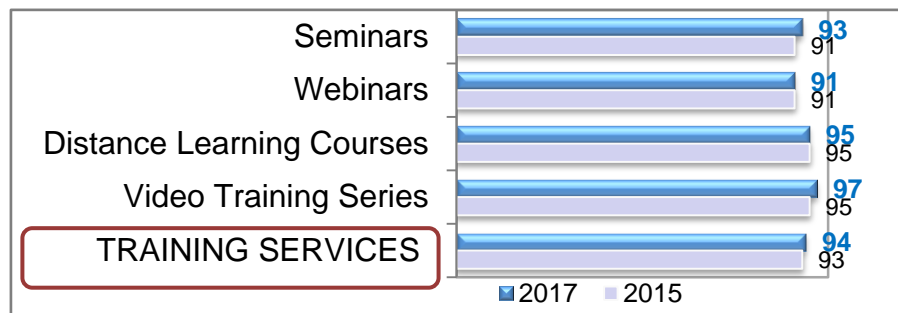
■ Very particularly proud of user assessments as to:

- courtesy
- competence
- making commitments and respecting them
- quality of responses
- proactive attitude

		2017	2016	to c
Staff Attitude	Courtesy of staff	99	97	2
Staff Attitude	Competence of staff	97	95	2
Staff Attitude	Making commitments and respecting them	97	95	2
Staff Attitude	Listening to your request and understanding your needs	96	94	2
Staff Attitude	Quality of the response	96	93	3
Staff Attitude	Responsiveness in providing a first reply or in acknowledging receipt of a request	95	94	1
Assistance with particular issues or complaints	Listening to you and understanding your problem	95	91	4
Staff Attitude	Proactive attitude of staff	94	90	4
Staff Attitude	Information provided as to who deals with your request	94	92	2
Staff Attitude	Continuity of assistance where your request is handled by different persons or services	93	90	3
Assistance with particular issues or complaints	Our problem solving attitude	92	91	1
Assistance with particular issues or complaints	Information we provided about the status of your issue or complaint	92	91	1
Assistance with particular issues or complaints	Responsiveness in providing a solution	90	89	1
Assistance with particular issues or complaints	Quality of the solution provided	90	90	0

WIPO PCT Training services

•Perceived Quality: % Meet my expectations



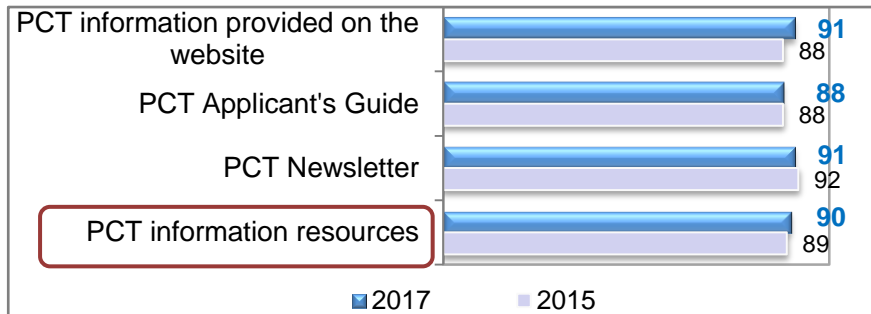
■ Perceived Quality of training services is very good

- Seminars, webinars, DL course and video training modules are appreciated by users
- Areas in which we can improve include frequency and variety of webinars, and seminar availability

		2017	2015	Evolution
PCT Video	Video Training: Quality of presentations	99	98	1
PCT Video	Video Training: Training content	98	94	4
PCT Seminars	PCT Seminars: Quality of the presentations	96	94	2
PCT Distance Learning Course	PCT DLC: Technical support received	96	93	3
PCT Webinars	PCT Webinars: Usefulness of the webinar	95	96	-1
PCT Seminars	PCT Seminars: Materials provided during the	94	94	0
PCT Seminars	PCT Seminars: Training content	94	92	2
PCT Webinars	PCT Webinars: Quality of the presentations	94	93	1
PCT Distance Learning Course	PCT DLC: User-friendliness of the online	94	95	-1
PCT Distance Learning Course	PCT DLC: Training content	94	96	-2
PCT Video	Video Training: Duration of videos	94	94	0
PCT Webinars	PCT Webinars: Training content	93	95	-2
PCT Seminars	PCT Seminars: Availability of seminars	89	83	6
PCT Webinars	PCT Webinars: Topics variety	88	90	-2
PCT Webinars	PCT Webinars: Frequency of webinars	86	83	3

PCT Information Resources

•Perceived Quality: % Meet my expectations



- Users continue to appreciate the PCT information resources (monthly Newsletter, Applicant's Guide (updated weekly) and website)
- We will look at improving Guide completeness and clarity, ease of finding relevant information in the Newsletter, and e-filing tech support information online

		2017	2015	Evolution
information on the website	General information	94	93	1
information on the website	Information on filing a PCT application	93	91	2
information on the website	Other topics	93	89	4
information on the website Newsletter	PCT Newsletter: Clarity of the information	92	93	-1
Newsletter	PCT Newsletter: Completeness	92	92	0
Newsletter	PCT Newsletter: Helpfulness	92	93	-1
information on the website	Training, seminars, webinars, etc.	91	86	5
information on the website	Legal information	90	89	1
information on the website Applicant's Guide	App. Guide: Helpfulness	90	90	0
Newsletter	PCT Newsletter: Ease of finding information	89	92	-3
Applicant's Guide	App. Guide: Clarity of the information	88	87	1
Applicant's Guide	App. Guide: Completeness	88	88	0
Applicant's Guide	App. Guide: Ease of finding information	87	86	1
information on the website	Technical support on e-filing	86	83	3

PCT-related finance services

•Perceived Quality: % Meet my expectations

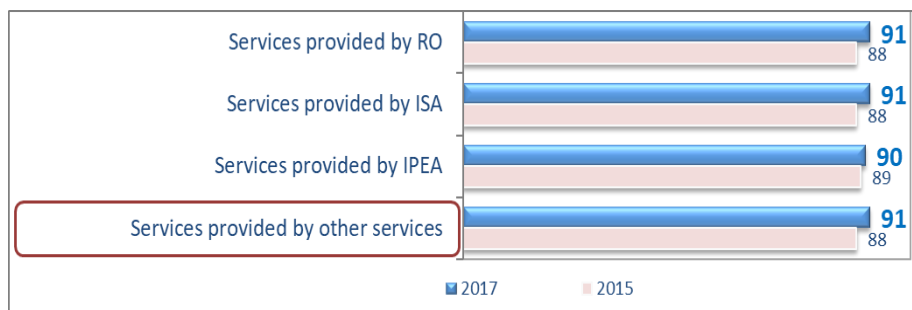


		2017	2015	Evolution
Finance Assistance	Security of online payment by credit card	98	97	1
Finance Assistance	Online access to your WIPO current account	97	98	-1
Finance Assistance	Your confidence in us for the appropriate treatment of	95	95	0
Finance Assistance	Clarity of banking information provided on the website	95	95	0
Finance Assistance	Usefulness of receiving refund details by e-mail	95	93	2
Finance Assistance	Expertise of Finance services staff	94	95	-1
Finance Assistance	Clarity of banking information provided by email	94	94	0
Finance Assistance	Clarity of the instructions for payment	94	92	2
Finance Assistance	Usefulness of payments in CHF via a WIPO current	94	86	8
Finance Assistance	Clarity of the transactions reported on your WIPO	94	93	1
Finance Assistance	Usefulness of the transactions reported on your WIPO	94	98	-4
Finance Assistance	Clarity of banking information provided by phone	93	92	1
Finance Assistance	Quality of the financial and accounting documents	93	90	3
Finance Assistance	User-friendliness of the e-Payment system	93		
Finance Assistance	Clarity of the information received when WIPO initiates	93	90	3
Finance Assistance	Choice of working languages provided by the Finance	91	96	-5
Finance Assistance	Online payment by credit card	91	94	-3
Finance Assistance	Ease in contacting the Finance services (phone, fax,	86	87	-1
Finance Assistance	Responsiveness to your payment-related requests	86	89	-3
Finance Assistance	Variety of means of payment offered	85	89	-4

- WIPO PCT-related finance services appear generally to meet user expectations
- It appears that users would like:
 - increased ease in contacting finance services
 - greater responsiveness to payment requests
 - wider variety of payment methods

PCT services provided by other offices than WIPO

•Perceived Quality: % Meet my expectations



■ perceived quality of PCT services by non-WIPO actors is quite good and improved since 2015

■ Areas to flag to PCT Offices/Authorities:

- availability of RO staff
- quality of ISA written opinion
- quality of IPER

		2017	2015	Evolution
Services provided by ISA	Timely issuance of the international search report and written opinion	96	88	8
Services provided by RO	Ease of filing	93	92	1
Services provided by IPEA	Availability of staff	92	88	4
Services provided by RO	Timely issuance of communications to the applicant	91	88	3
Services provided by IPEA	Timely issuance of the international preliminary	91	87	4
Services provided by RO	Correct processing of documents	90	90	0
Services provided by ISA	Overall quality of the international search report	90	88	2
Services provided by ISA	Usefulness of the international search report and written opinion	90	90	0
Services provided by ISA	Availability of staff	90	86	4
Services provided by IPEA	Usefulness of the IPER	90	92	-2
Services provided by RO	Availability of staff	89	83	6
Services provided by ISA	Overall quality of the written opinion of the ISA	89	87	2
Services provided by IPEA	Overall quality of the IPER	89	90	-1

Examples of textual comments (more than 1,000 submitted)

- Categories: ePCT, training, PCT information/website, application processing, contacting PCT@WIPO, other Offices
- Examples:
 - ❑ *I don't love the ePCT system program, but it is not difficult to be used*
 - ❑ *it would be nice to receive emails on when training or webinars would be occurring*
 - ❑ *like most websites that shall provide a lot of information it can sometimes be a bit confusing finding your way*
 - ❑ *I am not satisfied with the decreasing quality of the search report, the written opinion and the preliminary examination report of [office X]*
 - ❑ *support on licensing, technology development and financial support for national phase for individual natural persons would need to be explored with legal interface*

Takeaways

- PCT continues to offer a strong, consistent service
- Perceived quality of PCT services overall has made progress since the last user survey in 2015
- Customers confirm quality of PCT staff contacts (friendly, competent, solution-oriented, reactive) as well as quality of information systems (content and accuracy), and training programs
- % of customers indicating dissatisfaction has increased since 2015; we will dig deeper into this to assess what is behind it
- Further work is needed (and already underway) on structuring information content on the PCT portion of the WIPO website so as to make relevant information easier to find