



4th Meeting SACEPO Working Party on e-Patent Process

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AP 3 - E-business User Support



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Achievements 2018 - High user outreach

User Support implemented user engagement plan 2018 to engage with users within Patent Grant Process including e-Business

- 18 successful events in Europe, US and Japan attracted 1,664 participants
- 10 Key Account Manager workshops in Germany & UK & US focusing on e-Business (OLF, Smart cards, Mailbox, CMS, fee payment)
- 20 High level incoming & outgoing visits

USER INQUIRIES BY PHONE OR EMAIL

- 71.600 user inquiries have been monitored/forwarded by 1Line User Desk (65.926 in 2017)
- 31.790 user inquiries have been resolved by User Desk (26.878 in 2017)

PRAKTIKA EXTERN

- 86 examiners went to Praktika extern (55 in 2017)

Achievements 2018 - Impact Some facts and figures

- 15% increase of Mailbox usage with considerable savings to the Office
- Increased usage of CMS - 20% in Nov 2018 or 10% increase compared to November 2017

By the end of 2018, **less than 2%** of new applications were filed on paper (by post / fax) at the EPO

Electronic filing can be carried by classic Online Filing, CMS (new Online Filing) and Web-Form Filing:

