



The Case for Virtual Agents

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Dora G. Best

United States Patent and Trademark Office

Shana Webster-Trotman

United States Patent and Trademark Office



The Case for Virtual Agents



- Increases agent productivity
- Maximizes use of computer technology systems
- Serves as a business continuity strategy
- Reduces attrition rate
- Boast employee morale



Understand the Implementation Process and Lessons Learned



Support

- Provide technical support
- Provide managerial guidance
- Gain Executive Buy-In
- Employee Eligibility

Documentation

- Guidelines
- Work Agreements
- Asset Management
- Procedures

Data

- Conduct focus groups
- Gather data throughout the course of work at home programs and refine program based on data-gathered

Pilot Programs

- Conduct pilot programs with pre and post-pilot surveys



Gain Techniques and Tools for Managing Work at home employees



- Maintaining connection to the office
- Development of effective training
- Engaging the work at home employee
- Replicating work environment



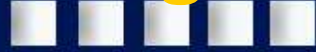
Establish Program Evaluation Criteria



- Develop Pilot Guidelines
- Conduct Pre and Post surveys
- Deploy in Incremental stages



Steps for developing a Telework Program within your environment



- Are telework opportunities seen as a benefit within your organization?
- Do you have measurable goals?



USPTO Telework Locations





Equipment Provided for TAC Work at Home Participants



■ Equipment

- Laptop
- Multi-function printer/scanner/copier
- 2 – 21” monitors
- Docking station & stand
- Keyboard & mouse
- Webcam
- Router



Telework Resource Web Site

Telework Resources

Telework

Telework Resource Room

About Telework

- ▶ Telework Resource Room
- ▶ Why Telework?
- ▶ Definitions
- ▶ Frequently Asked Questions
- ▶ Contact Telework Coordinator

Programs

- ▶ Patents
- ▶ Trademarks
- ▶ more....

Tools

- ▶ USPTO Telework Policy [doc]
- ▶ Telework Agreement [doc]
- ▶ Safety Guidelines for the Home Workplace [doc]
- ▶ more...

Telework Coordinators Work Group

- ▶ Meetings
- ▶ Members

Additional Resources

- ▶ Federal Government Telework
- ▶ Telework Exchange
- ▶ more...

Welcome to the Telework Resource Room

The workplace today goes beyond the walls that surround an office building. Changing the boundaries of old workplace patterns allows for decreased commute time, greater control over workloads, and even a more balanced lifestyle. This all translates into increased employee productivity and satisfaction, as well as higher employee retention.



The USPTO has demonstrated its strong commitment to teleworking by expanding its telework programs to create a workforce that can work anywhere, any time. The nature of patent and trademark work certainly facilitates robust telework programs but our telework programs have an even broader impact. The USPTO's decision to incorporate telework as a corporate business strategy will help reduce traffic congestion in the National Capital region and - in a very competitive job market - enable the USPTO to hire the highest quality employees.

This site is intended to provide answers to your telework-related questions, as well as provide guidelines for existing USPTO telework programs, USPTO telework contacts, frequently asked questions, and case studies from other organizations.

[USPTO Intranet Home](#) | [Index](#) | [Resources](#) | [Contacts](#) | [Internet](#) | [Search](#) | [Web Services](#)



Thanks !



Please Contact Shana Webster-Trotman at:

Shana.Webster-Trotman@uspto.gov

or Dora Best at:

Dora.Best@uspto.gov

If you have additional questions about the TAC Work At Home Program.