

Voxco

Phone Survey System

A powerful, modular system to handle any phone survey project with maximum efficiency.

Voxco CATI - global leader in phone interviewing systems



Advanced design capabilities

- All question types (single/multiple, alpha-numeric, open-end, date, matrix grids, etc.)
- Custom question layout using screen templates or your own custom programming
- Extensive logic functions (randomization of questions/choices, nested rotations, loop/rosters, etc.)
- Dynamic question options (insert elements/text, choice exclusion, rotate items, etc.)
- Sophisticated piping, branching, skipping (can be set on multiple parameters/conditions)
- Advanced & specialized computation functions
- Validations & calculations to ensure quality data (can be set on multiple conditions)
- Programmable custom logic
- Multilingual capabilities even within one study (up to 99 languages)
- Test and simulation mode to verify questionnaire
- Real-time questionnaire changes without interrupting field

Real-time field supervision

- Interview screen mirroring with messaging to the interviewer
- Remote supervision for multiple sites and home agents
- Live dashboards for PROJECTS (completed cases, fresh sample etc.), for INTERVIEWERS (talk & idle time, connection time etc.), and for QUOTAS (multiple projects, specific strata etc.)
- Customizable, in-depth reports

Voxco: extensive phone survey expertise

- 25 years' experience in phone survey technology
- Our clients include some of world's largest phone survey centers
- Experienced consultants to help optimize your center
- Specialized transition support when switching to Voxco

Sophisticated sample & call management

- Sample imports accepted in multiple formats
- Easy definition of sample subsets & quota cells of any complexity
- Set interviewer roles based on your criteria (e.g. high converters, experience, skill, etc.)
- Distribute sample by interviewer role(s) (e.g. based on language spoken, region, etc.)
- Prioritize cases to be called
- Change quotas & quota weighting at any time
- Quota smoothing rules to rebalance field progress
- Time slots - to maximize the possibility of reaching respondents
- Time zone management (incl. daylight saving adjustment)
- Sophisticated call-back rule management (based on last call outcome, sequence of last outcomes, etc.)
- Individually set call-back appointments
- Modification of calling rules at any time
- Automated workflow for interviewer project assignment

Productive interviewer tools

- Choice of mouse or keyboard
- Pop-up calendar for taking call-back appointments, with time zone validation for available hours
- Options to add general comments across calls and specific notes for each call
- Customizable interviewer experience (e.g. display of information about individual case etc.)

Platform choices

- Part of Voxco Multi-Mode survey platform (seamlessly add/switch to face-to-face interviews, online surveys)
- Greater efficiency for mixed-mode projects through centralized survey scripting and data analysis
- Hosting choices: SaaS or on your premise

Voxco Dialer - further increases the productivity of your survey call center



Enhanced call efficiency

- Automated dialing to reduce interviewer tasks
- Seamless integration with Voxco CATI
- Calling algorithm designed specifically for market/social research
- Automatic call detection and coding of outcomes (answering machines, busy, no answer, etc.)
- Option to set the desired balance between productivity & drop rate
- Per project control over the number of rings before coding as no answer
- Extended interview capabilities through: conference, transfer out, recording, playback
- Works across multi-sites for remote and home agents
- Call blending (out & inbound calls) with Voxco IVR

Flexible & current technology

- Call detection works on both signal & sound analysis
- PBX integration
- VOIP, ISDN, and Analog line support
- Server virtualization support
- Easy scalability with multiple Voxco telephony servers in single environment

Greater quality control

Listening and recording options

- Live audio monitoring - listen to ongoing interviews for training or QA purposes
- Record full or partial phone interviews - for future listening, client compliance, open-ended answers etc.
- Play any audio file to respondents (e.g. jingles, their own previous answers etc.)
- Set recording commands (e.g. pause at sensitive questions)
- Whisper mode in monitoring to let supervisor speak with interviewer without respondent hearing
- Join mode for supervisor to enter conversation with interviewer and respondent in conference

Advanced productivity monitoring

- Powerful Voxco Dialer dashboards: live statistics on lines, agents, projects (e.g. # of calls, idle/waiting/ talk time, delay between calls, drop rate, and more)
- Customizable alerts on specific performance criteria (i.e. status of lines)
- Visual customization of interviewer activity status
- Reporting capability on both CATI & Dialer metrics according to your information needs

Multiple dialing choices

Preview. Review case before auto or manual dialing

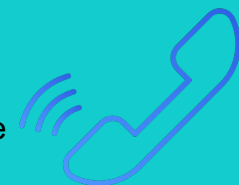
Power. Auto dial only when interviewer is available

Predictive. Auto dial on prediction of interviewer availability

Hybrid. Use multiple dialing modes within a single study

NEW

For the US: Voxco TCPA Connect
a manual dialing mode for cell phone sample



Voxco IVR - expands your survey call center capabilities



- Interactive Voice Response system that works with Voxco Dialer
- Respondents can answer via their phone keypad at any time, available 24/7
- Can handle in-coming calls to your CATI center and route calls to interviewers
- PRIVACY mode for sensitive questions: transfer to respondent for self-completion, then transfer back to same agent who is not able to see private answers

Voxco IVR can be used in 3 Modes:



Inbound - respondents call into your center



Outbound - IVR/dialer system places call to respondents



Mixed - either in or outbound, and used with our other survey modes