

Mobility & interactivity for face to face surveys

askia**face** is a flexible, mobile and powerful solution for CAPI questionnaire management for both interviewers and supervisors. Synchronisation via a remote wireless internet connection enables you to monitor questionnaires and manage the global progress, update a questionnaire, and implement new quotas or targets for your interviewers in the field. Indeed, with askia**field** at the hub of each of our data collection systems, askia**face** enjoys the same set of features as those that benefit CATI surveys and additionally forms an integral part of our multimodal offering.

Questionnaires

With askia**face**, you can conduct face-to-face surveys by using desktop/laptop PCs, by using the mobility of Pocket PCs/PDAs and/or by using compliant mobile phones (J2ME).

askia**face** surveys are incredibly easy to create. Screens are automatically reformatted for Pocket PC displays. The screen lay-out is fully flexible and the integration of multimedia resources enables you to remove the need for cumbersome boards, illustrations and other support materials used by interviewers in the field.

- Screen layout, fonts, colours
- Automatic formatting of screens for PDA & mobile phone display
- Any type of response or question
- Integration of video, images and audio files

Synchronisation

Activated via a simple internet connection, Synchronisation is the solution enabling all of your interviewers to update questionnaires, objectives, quotas, resources and receive specific instructions or messages from the supervisor, while retrieving all the latest interviews. When using askia**face** for mobile phone, synchronisation is automatically carried out on a GPRS connection and is in charge of questionnaire updates as well as the transfer of completed interviews to the askia**field** administrator.

- Modifications to a questionnaire, new objectives or quotas automatically integrated
- Personalised messages to the interviewers, for example, indicating the presence of new objectives
- Automatic GPRS data transfer for mobile phones

Quota & Statistics management

The interviews retrieved via synchronisation enable you to update and keep track of the survey's quotas. Quotas can be amended or released by the supervisor to finish the fieldwork.

Each synchronisation also enables the supervisor to view statistics, either globally per survey or as 'per agent' results thereby increasing reactivity which can, for example, avoid breaking fixed deadlines.

- Global and per interviewer quotas updated at each synchronisation
- Visualise per interviewer quotas
- Possibility to release or relax the quotas to complete the fieldwork if needed
- Fieldwork status follow-up after each synchronisation: Objectives, completed, to do, in Counts and % globally and per quota

Features

PDA connects to the CCA and downloads questionnaire
 Download interviews and merge them into a main survey
 Groups for askia**face** Agents
 PDA manages quotas for questionnaires
 Send quotas to individual Agents
 Validation that Agents have correct file versions (QES & quotas)
 Alarms specific to the askia**face** Agents
 Transfer messages between PDA / mobile phone and the askia**field** administrator
 Statistical reports on askia**face** Agents

- CE.Net for PDAs / J2ME-compliant for mobile phones
- Wireless Connectivity (GPRS\Bluetooth\VPN)
- LAN Connections
- Scheduled Connections
- Automated Backup