

The **solution** for telephone surveys

askiavoice is a powerful management solution for both interviewers and supervisors. Questionnaires, quotas and field sample can be monitored and modified during data-entry without interrupting the fieldwork.

Building on its success as a key CATI platform, askiavoice's administration tool has been further developed to enable Panel management and the ability to handle multimodal surveys, allowing you to manage surveys running simultaneously in any combination of field types; CAPI, CATI, CAWI and Key-in. And your data is secure: we support SQL Server databases natively – a guarantee of reliability and integrity.

The Virtual Call Centre is here: connections within the platform are made via IP addresses thereby allowing you to have agents and supervisors working from any remote location, be it from home, a satellite office or a remote call centre. Our system enables both Inbound & Outbound call traffic which you can maximize with our industry leading dialler. You can also integrate VoIP and we are the only software provider in the industry to give you IVR capability!

Interviewing

Facilities for both supervisors and interviewers enable you to optimize the management of your surveys. Manage several phone rooms, even CAPI agents fielded in various locations, view stats and progress in real-time, and supervisors and interviewers can keep in touch via Instant Messaging, IM.

In contrast with other systems, you can update live surveys in real-time without having to distract your interviewers, or web respondents.

If your phone room is not equipped with integrated telephony, we can offer you a cost-effective solution which will give you the benefit of simple automated dialing, audio recording and play-back!

- Progressive & predictive dialing
- Phone derivation
- CAPI, CATI, CAWI & Key-in
- Training groups
- Real-time administration of semi-open responses
- Alarms and reminders
- Administration of appointments
- Audio recording and playback
- Multilingual capabilities & skills
- IM chats for both interviewers and supervisors

Quota & Panel management

Askia's quota management was conceived to optimize and facilitate the management of quotas to ensure your maximum use of field sample lists and calls thereby using time more efficiently and reducing costs.

- Define quotas using counts or percentages
- Monitor and report on quotas during interviewing
- Amend quotas during interviewing
- Appointments according to quota availability
- Option to release quotas to complete the fieldwork
- Panel management

Call-back management

The management of call-backs can be entirely customized without any limit on the number of custom categories.

Call-backs for busy, no answer, appointments etc. can be either automatic or manual.

- Define the time interval between, and the maximum number of call backs
- Manage call despatching to interviewers
- Appointments management
- Time zones and skills

Monitoring & statistics on production

Monitor from the global perspective: your phone room(s) and all survey operations; down to the specific detail: the individual interviewer, survey or quota. And the administration is easy: shared between a central administrator and field or group supervisors.

- Status of surveys by overall objectives, remaining interviews per survey or quota
- Average time of interview or call
- Interviews per hour
- Statistics by period
- Interviewer See-in & Listen-in