**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

### 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

### 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

### 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

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**Voxco Phone Survey System**

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

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**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
**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

**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)

**Flexible & current technology**
- Call detection works on both signal & sound analysis
- PABX (PBX) or PCBX integration
- VOIP, ISDN, and Analog line support
- Server virtualization support
- Easy scalability with multiple Voxco telephony servers in single environment

**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

**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

**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

**NEW**

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