

Call Center Manager for Qualtrics



PHONE, WEB, AND MIXED MODE SURVEY MANAGEMENT FOR QUALTRICS CALL CENTERS

WinCati Call Center Manager (CCM) adds automated sample and call management, productivity reporting and mixed mode interviewing to Qualtrics. It works for you like an expert supervisor making thousands of decisions every second to ensure that surveys are administered rigorously and to your exact specifications. Users include marketing research firms, political pollsters, universities, research institutes and government agencies. CCM can be used effectively for customer and employee feedback surveys.

Call Center Manager incorporates mainstream PC hardware and software. It supports voice over IP (VoIP) phone systems to lower your interviewing costs and virtual private networks (VPN) to give you the option of having supervisors and interviewers work in your call center, offsite or from home.

Call Center Manager adheres to research standards set by the American Association of Public Opinion Research and the Centers for Disease Control and Prevention, and complies with the Federal Electronic and Information Technology accessibility Act and FEMA security requirements.

Sawtooth Technologies, Inc.
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CCM LETS YOU

- Administer surveys using Qualtrics
- Combine call center activities in one system
- Conduct phone, Web, and phone/Web surveys
- Execute best practices surveys

CCM GIVES YOU

- Automated sample and call management
- Outbound and inbound calling
- On-screen Interviewer monitoring
- Integrated email invitation system
- Call disposition monitoring
- Interviewer productivity reports
- Voice recording, *and more*

CALL TODAY FOR A DEMONSTRATION

847.239.7300

OR VISIT

www.sawtooth.com