

# Call Center Manager Mixed Mode Interviewing



PHONE, WEB, & PHONE/WEB SURVEY  
MANAGEMENT FOR QUALTRICS CALL CENTERS

## CCM MIXED MODE

- Interviews can switch between modes any number of times and in any order
- Phone and Web interviews use the same sample, questionnaire, respondent data database and data file.
- Sample management rules, quotas, and dispositions are applied to both modes
- Question presentation and flow can be customized for the interview mode
- Email messages can be sent automatically to online respondents based on their interview status
- Online data tools and statistics show Phone and Web results combined



CALL TODAY FOR A DEMONSTRATION

847.239.7300

OR VISIT

[www.sawtooth.com](http://www.sawtooth.com)

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