Call Center Management for Political Polling & Research

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

WinCati Call Center Manager 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, and government agencies.

WinCati 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 or from home.

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

POLITICAL RESEARCH

- Rigorous Polling
- RDD Generator
- Replicate Control
- Quota Control
- AAPOR Compliant
- Qualtrics Survey
- Focus Group Recruiting
- Phone/Web Coverage
- FCC 2015 TCPA Compliant

WINCATI FEATURES

- Best Practices Surveys
- Integrated Sample Database/Manager
- Auto, Rapid and Proactive Dialing
- Project Reports
- Interviewer Productivity Reports
- On-Screen Interviewer Monitoring

CALL TODAY FOR A DEMONSTRATION

847.239.7300

OR VISIT

www.sawtooth.com

1500 Skokie Blvd., Suite 510 Northbrook, IL 60062