queXS

Case id: 121
Respondent:

Australia/Victoria
Show details

End   Fri 25 Jul 04:46PM

Appointment   VoIP Off

Call/Hangup   No call

Supervisor   04:46PM

Start REC

| Notes | Call history | Shifts | Appointments | Performance | Work history | Info |

Add note

Date/Time	Operator	Note
Fri 25 Jul 04:46PM	Adam	asdfasdfasdf

Good afternoon, may I please speak to _____?
My name is Adam Zammit and I'm calling from Deakin University.

Yes - Continue

Business number

Answering machine

End call with outcome: Accidental hang up

End call with outcome: Refusal by unknown person

End call with outcome: Refusal by respondent

End call with outcome: No eligible respondent (person not available on this number)

End call with outcome: Out of sample (already completed in another mode)

queXS: 5 sections

Case id: 121
Respondent:

Australia/Victoria
Show details

End
Appointment
Call/Hangup
Supervisor
Start REC

Fri 25 Jul
04:46PM
VoIP Off
No call
04:46PM

Notes	Call history	Shifts	Appointments	Performance	Work history	Info

Add note

Date/Time	Operator	Note
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End call with outcome: Out of sample (already completed in another mode)

Respondent section

Respondent section

- Respondents' name
- Respondents' time zone
- Click for details about the respondent

Action section

Action section

- Click END to end the case or end work
  - End case: close this case and bring the next one
  - End work: close this case and stop work or take a break
- Appointment
  - Schedule an appointment
- Call/Hangup
- Supervisor
  - Calls the supervisor on your current call
- Start REC (record this call)

Status section

Status section

- Displays time and date in facility time
- VoIP (headset) status
  - If red, click to turn on VoIP
- Call Status
  - (No call, requesting, ringing, answered)
- APPT
  - On an appointment
- MISSED
  - Missed a previous appointment
- Time at the bottom is time for the respondent

Information section

Case id: 121
Respondent:

Australia/Victoria
Show details

End — Fri 25 Jul 04:46PM

Appointment — VoIP Off

Call/Hangup — No call

Supervisor — 04:46PM

Start REC

| Notes | Call history | Shifts | Appointments | Performance | Work history | Info |

Add note

Date/Time	Operator	Note
Fri 25 Jul 04:46PM	Adam	asdfasdfasdf

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Information section

- Notes
  - Leave and read notes about this case
- Call history
  - A list of all calls made for this case
- Shifts
  - A list of shifts in the future for this project
- Appointments
  - A list of future appointments for this case
- Performance
  - All interviewers performance (completions p/h)
- Work history
  - A list of all the cases you have called in the past
- Info
  - Information about this project

Questionnaire section

Case id: 121
Respondent:

Australia/Victoria
Show details

End   Fri 25 Jul
Appointment   04:46PM
VoIP Off
Call/Hangup
No call
Supervisor
04:46PM
Start REC

Notes	Call history	Shifts	Appointments	Performance	Work history	Info

Add note

Date/Time	Operator	Note
Fri 25 Jul 04:46PM	Adam	asdfasdfasdf

Good afternoon, may I please speak to ████████ ██████ ██████?
My name is Adam Zammit and I'm calling from Deakin University.

Yes - Continue

Business number

Answering machine

End call with outcome: Accidental hang up

End call with outcome: Refusal by unknown person

End call with outcome: Refusal by respondent

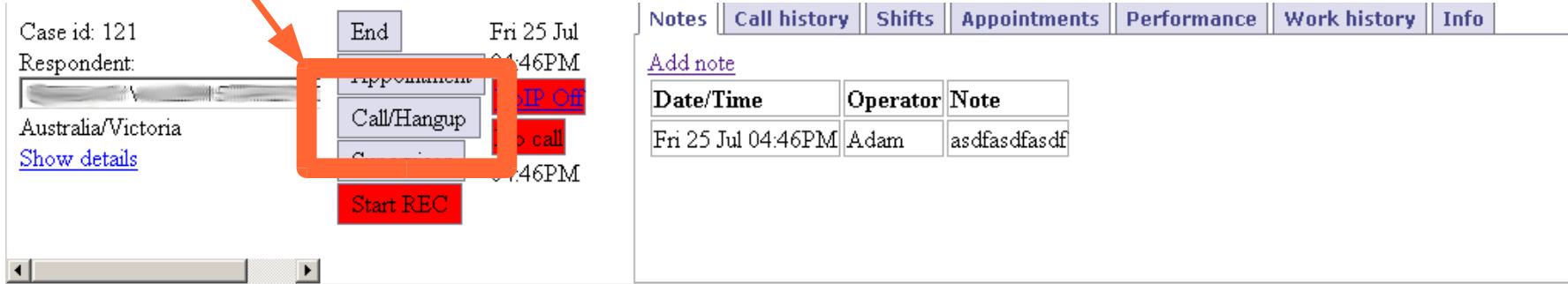End call with outcome: No eligible respondent (person not available on this number)

End call with outcome: Out of sample (already completed in another mode)

Questionnaire section

- Displays respondent selection script
- Displays links for common outcomes from the current script
- When respondent accepts interview, displays the questionnaire script

Placing a call: Example

Click on the "Call/Hangup" button

Case id: 121
Respondent:

Australia/Victoria
Show details

End   Fri 25 Jul

Appointment

Call/Hangup   IP Off

          o call

Start REC   46PM

| Notes | Call history | Shifts | Appointments | Performance | Work history | Info |

Add note

Date/Time	Operator	Note
Fri 25 Jul 04:46PM	Adam	asdfasdfasdf

Good afternoon, may I please speak to _____?
My name is Adam Zammit and I'm calling from Deakin University.

Yes - Continue

Business number

Answering machine

End call with outcome: Accidental hang up

End call with outcome: Refusal by unknown person

End call with outcome: Refusal by respondent

End call with outcome: No eligible respondent (person not available on this number)

End call with outcome: Out of sample (already completed in another mode)

Placing a call: Example

The call screen will appear. Select a number and click the "Call" button.

Not on a call

Select phone number to dial:

5550 - Adam Zammit ▾

Call

Placing a call: Example

Notice the status will change to "Requesting" then Ringing" then "Answered" if someone picks up

Once answered and the script read out, click on "Yes – Continue" if the person is the one you are after

Case id: 113
Respondent:
Australia/Victoria
Show details

End
Appointment
Call/Hangup
Supervisor
Start REC

Mon 28 Jul
03:14PM
VoIP Off
Answered
03:14PM

| | Notes | Call history | Shifts | Appointments | Performance | Work history | Info |

Add note

Date/Time	Operator	Note
Thu 24 Jul 03:51PM		A note about ahadur

Good afternoon, may I please speak to _____?
My name is Adam Zammit and I'm calling from Deakin University.

Yes - Continue

Business number

Answering machine

End call with outcome: Accidental hang up
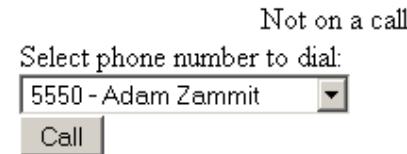
End call with outcome: Refusal by unknown person

End call with outcome: Refusal by respondent

End call with outcome: No eligible respondent (person not available on this number)

End call with outcome: Out of sample (already completed in another mode)

Placing a call: Example

If the respondent agrees to continue, click on "Yes – continue" to see the questionnaire

If the respondent refuses, click on the outcome on the list here, or on the "Call/Hangup" box

Case id: 113
Respondent:
Australia/Victoria
Show details

End
Appointment
Call/Hangup
Supervisor
Start REC

Mon 28 Jul
03:14PM
VoIP Off
Answered
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Good afternoon, may I please speak to _____?
My name is Adam Zammit and I'm calling from Deakin University.

Yes - Continue

Business number

Answering machine

End call with outcome: Accidental hang up

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End call with outcome: Out of sample (already completed in another mode)
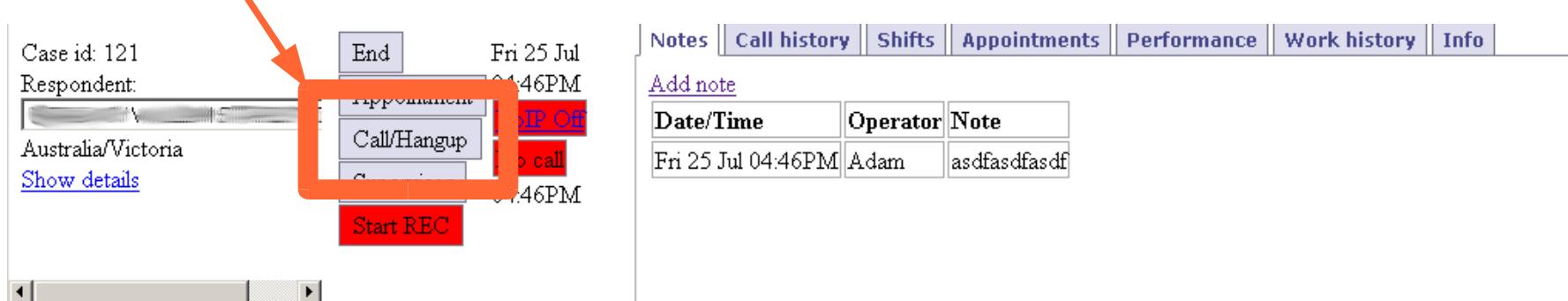
Placing a call: Example

The call screen will appear. Select the relevant outcome if not already selected from the list, then press "Hangup" to end the call

Answered

Not Answered
Other, Referred to Supervisor (Eligible)   ○
Soft Refusal, Other   ○
Hard Refusal, Other   ○
Soft Refusal, Respondent   ◉
Hard Refusal, Respondent   ○
Complete   ○
Known respondent refusal   ○
Household-level refusal   ○
Business, government office, other organization   ○
No eligible respondent   ○
Accidental hang up or temporary phone problem   ○
Definite Appointment - Respondent   ○
Definite Appointment - Other   ○
Unspecified Appointment - Respondent   ○
Unspecified Appointment - Other   ○
Household answering machine - Message left   ○
Household answering machine - No message left   ○
Respondent Dead   ○
Physically or mentally unable/incompetent   ○
Household level language problem   ○
Respondent language problem   ○
Answering machine - Not a household   ○
Out of sample   ○

Hangup

Placing a call: Example

You will now be back at the main screen – select "Call/Hangup" to see if there are any numbers left to call

Case id: 121
Respondent:

Australia/Victoria
Show details

End   Fri 25 Jul
             04:46PM
Appointment
Call/Hangup   IP Off
                      o call
                      46PM
Start REC

Notes | Call history | Shifts | Appointments | Performance | Work history | Info

Add note

Date/Time	Operator	Note
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End call with outcome: Accidental hang up

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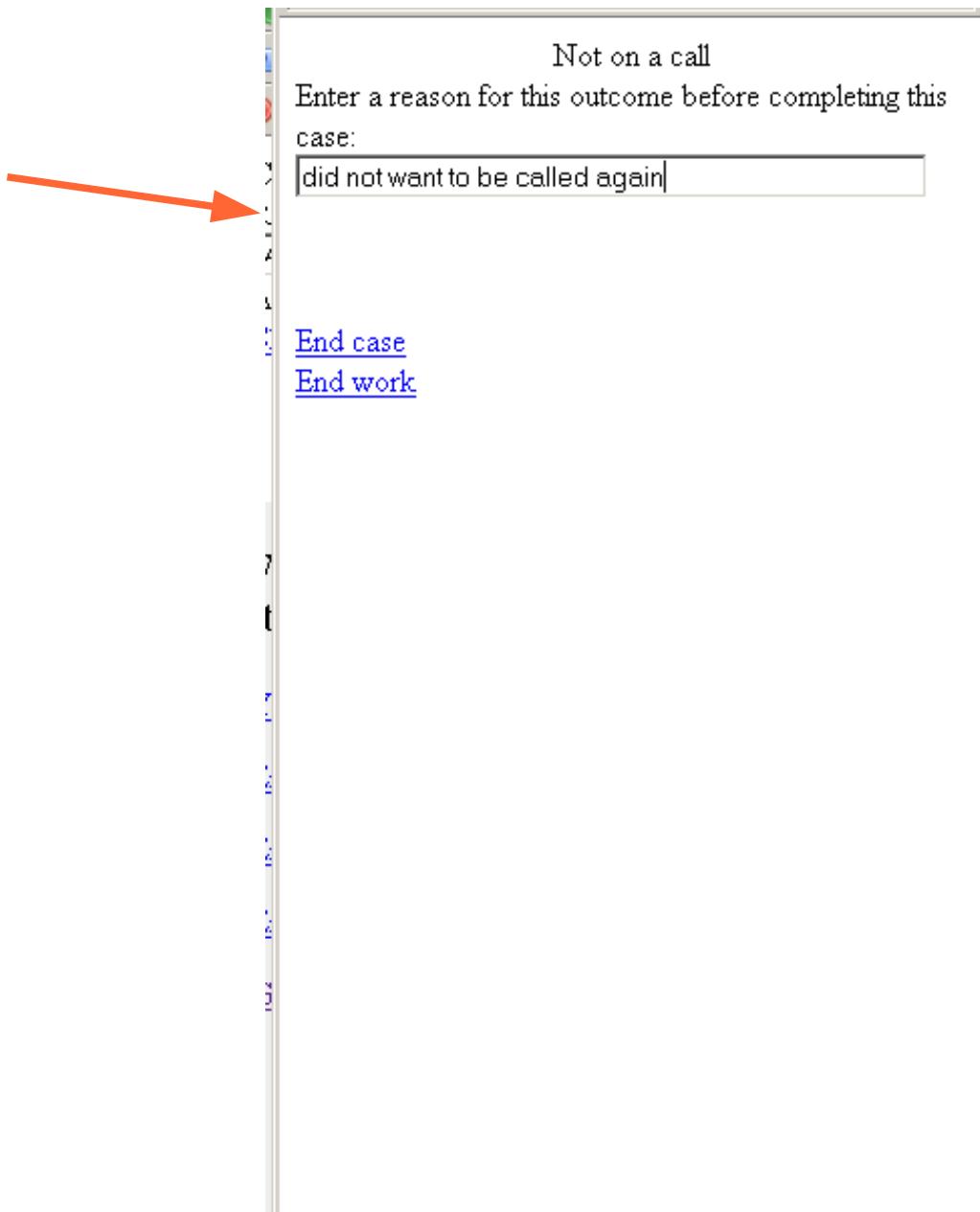End call with outcome: No eligible respondent (person not available on this number)

End call with outcome: Out of sample (already completed in another mode)

Placing a call: Example

As we had set the outcome to be a "Refusal" we will not call this case again. Therefore this screen will appear. You will need to enter a reason for the refusal. Once this is done, select "End case" to move on to the next case, or "End work" if you need to finish work or take a break

Not on a call

Enter a reason for this outcome before completing this case:

did not want to be called again

End case
End work

Schedule an appointment: Example

When on a call and an appointment needs to be scheduled. Click on the appointment button

Schedule an appointment: Example

The appointment screen will appear. Select a respondent from the list of available respondents

Select a respondent

None

Schedule an appointment: Example

Now select a date by clicking on an available day of the month. You can use the arrow links to change months.

Select a respondent

July 2008

M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

<<   >>

Schedule an appointment: Example

The shift times for this day will appear

Now select a start time for the appointment, then an end time

Select a respondent

July 2008

M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

<<   >>

Shift from: 9:00am till 8:30pm

Start Time ▼

Start Time ▲
3:45pm
3:50pm
3:55pm
4:00pm
4:05pm
4:10pm
4:15pm
4:20pm
4:25pm
4:30pm
4:35pm
4:40pm
4:45pm
4:50pm
4:55pm

Schedule an appointment: Example

Now select a telephone number for this appointment, or select "Add new number" to add a new number to call the respondent on for this appointment

Select a respondent

July 2008

M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

<<   >>

Shift from: 9:00am till 8:30pm

3:45pm   4:50pm

Select phone number:

5550 - Adam Zammit

None
5550 - Adam Zammit
5553 -
5551 -
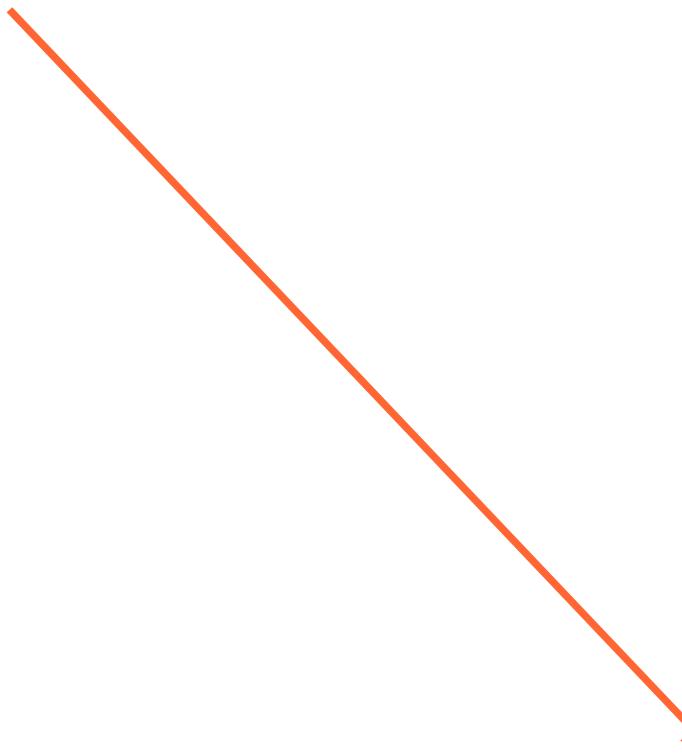5552 -
5554 -
5555 -
5556 -
5557 -
5558 -
5559 -

5pm till 4:50pm on

Schedule an appointment: Example

Once the appropriate time and number have been selected, press "Make appointment" to make the appointment in the system. You will be returned to the main screen

Select a respondent

July 2008

M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

<<   >>

Shift from: 9:00am till 8:30pm

3:45pm   4:50pm

Select phone number:

5550 - Adam Zammit

Appointment:

Accept appointment from 3:45pm till 4:50pm on 28/7/2008? on 5550

Make appointment