



Dialing Flow

2015 Survox Summit

Focus on: Dialing Flow

☐ Why is this important?

- ☐ Understand options
- ☐ Minimize impact on shop productivity

☐ Agenda

- ☐ Types of dialing process flow enabled today
- ☐ Opportunities to make your operation more efficient

☐ Next Steps

- ☐ Review your processes & ask for a Survox consultation if desired



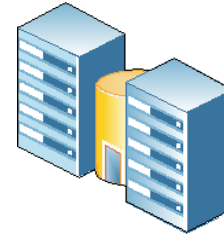
A background graphic consisting of a network of interconnected nodes and lines. The nodes are represented by small circles and squares, and the lines are thin, light blue lines connecting them. The overall color scheme is a gradient of blue, from a lighter teal at the top to a darker blue at the bottom.

Survox Call Center Automation Components

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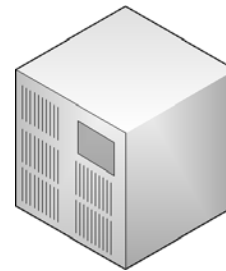
Survent



Study Server



Dialer (CDI)

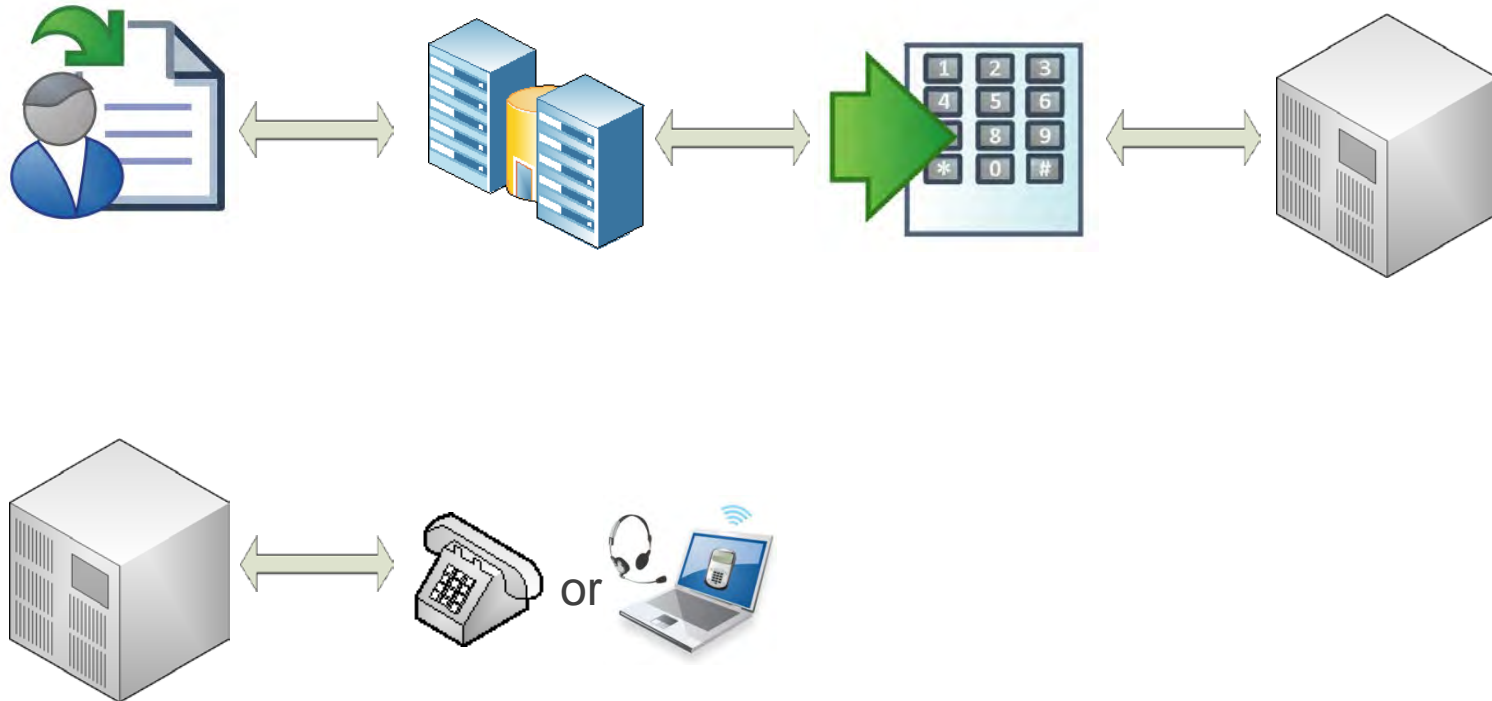


PBX (Asterisk)



Hard or Soft phone

Basic System Flow



The background of the slide features a network diagram with various nodes and connecting lines. The top and bottom sections are light blue, while the middle section is black. The network diagram consists of several nodes, some represented by circles and others by squares, connected by thin lines. The nodes are distributed across the slide, with a dense cluster in the top left and another in the bottom right.

Currently Available Survox Dialing Methodologies

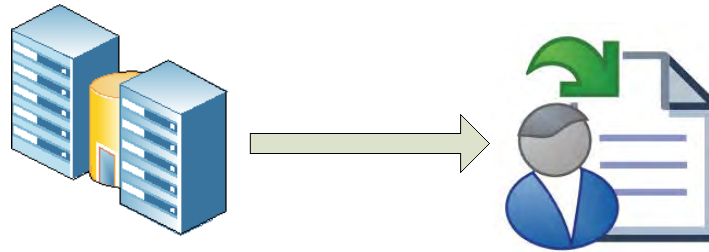
Survox Dialing Methodologies In Use Today

LABOR INTENSIVE

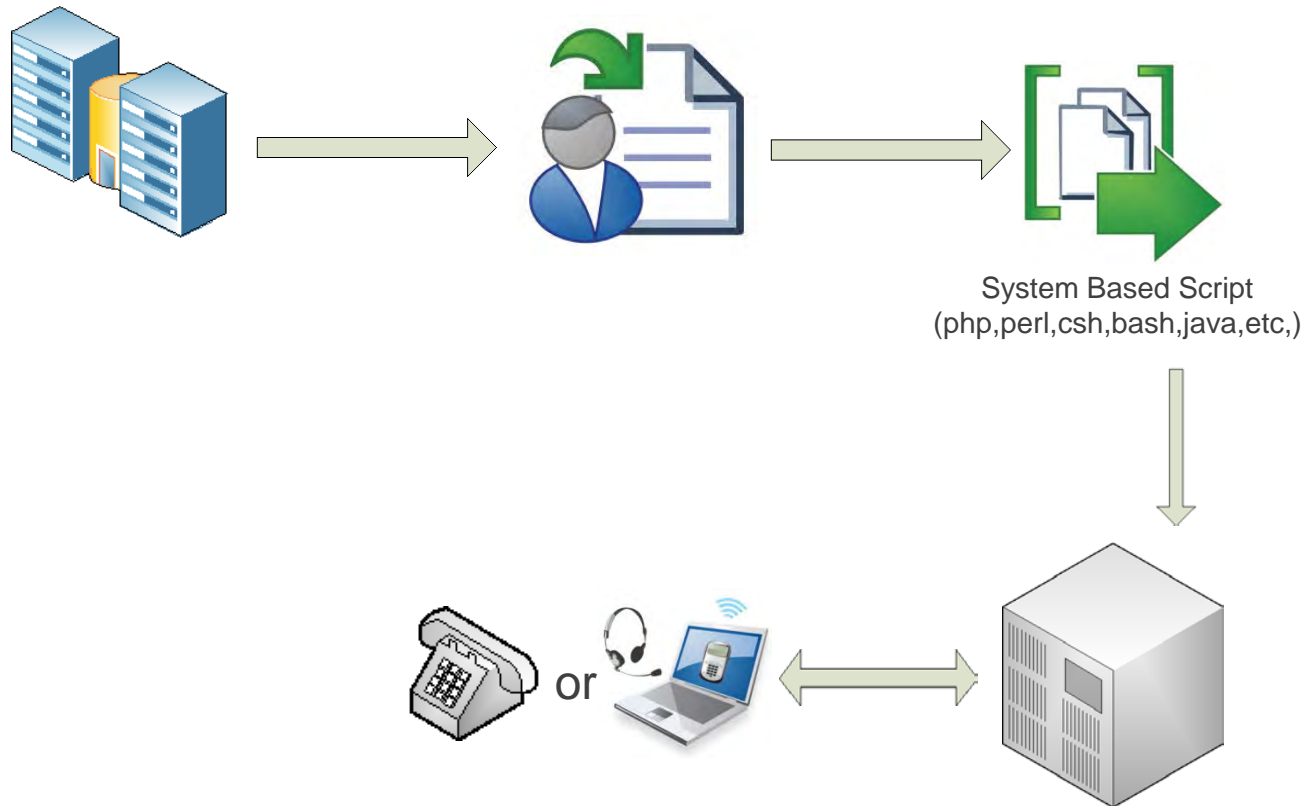
- Manual Dialing
- Direct PBX dial using script called from Survent
- Direct PBX dial using 3rd party software (browser)
 - Targeted Mode – Phone Keypad
 - Targeted Mode – Preview
 - Targeted Mode – Power
- Predictive Mode

AUTOMATED

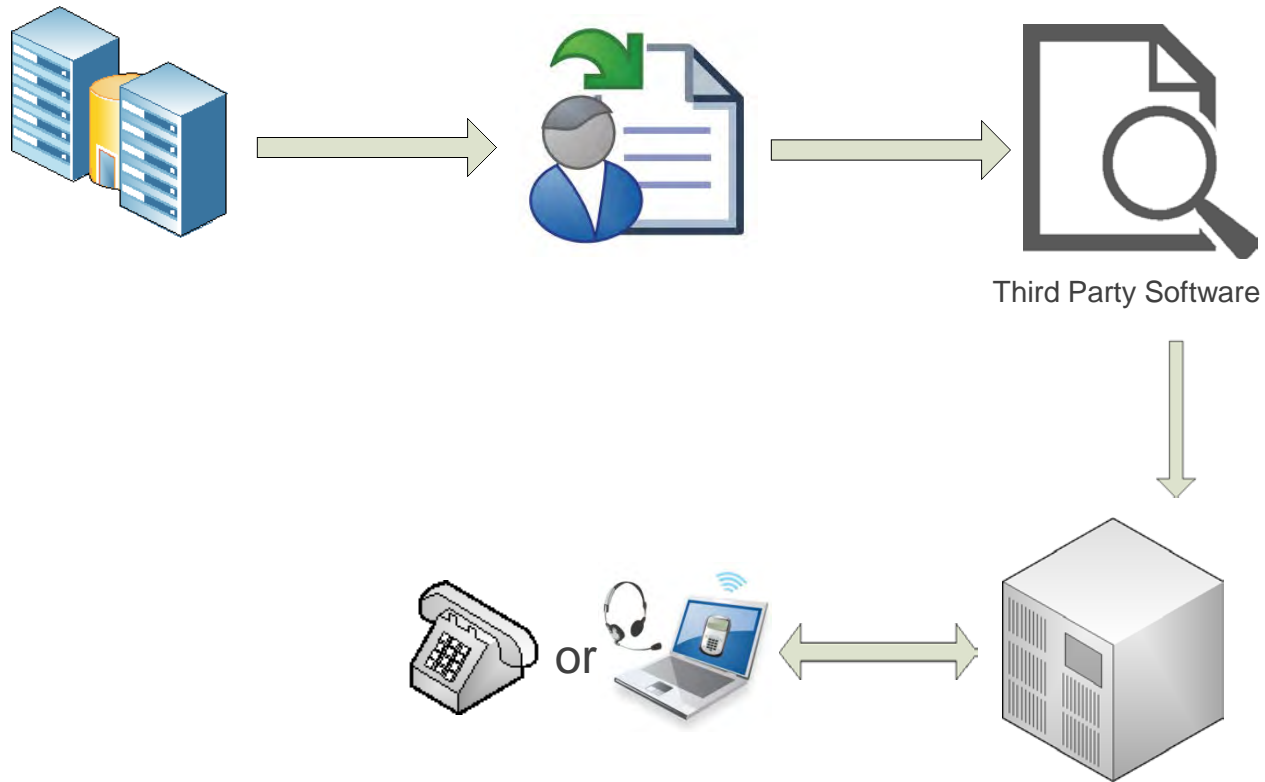
Manual Dialing



Direct PBX Dial Using Script Called From Survent

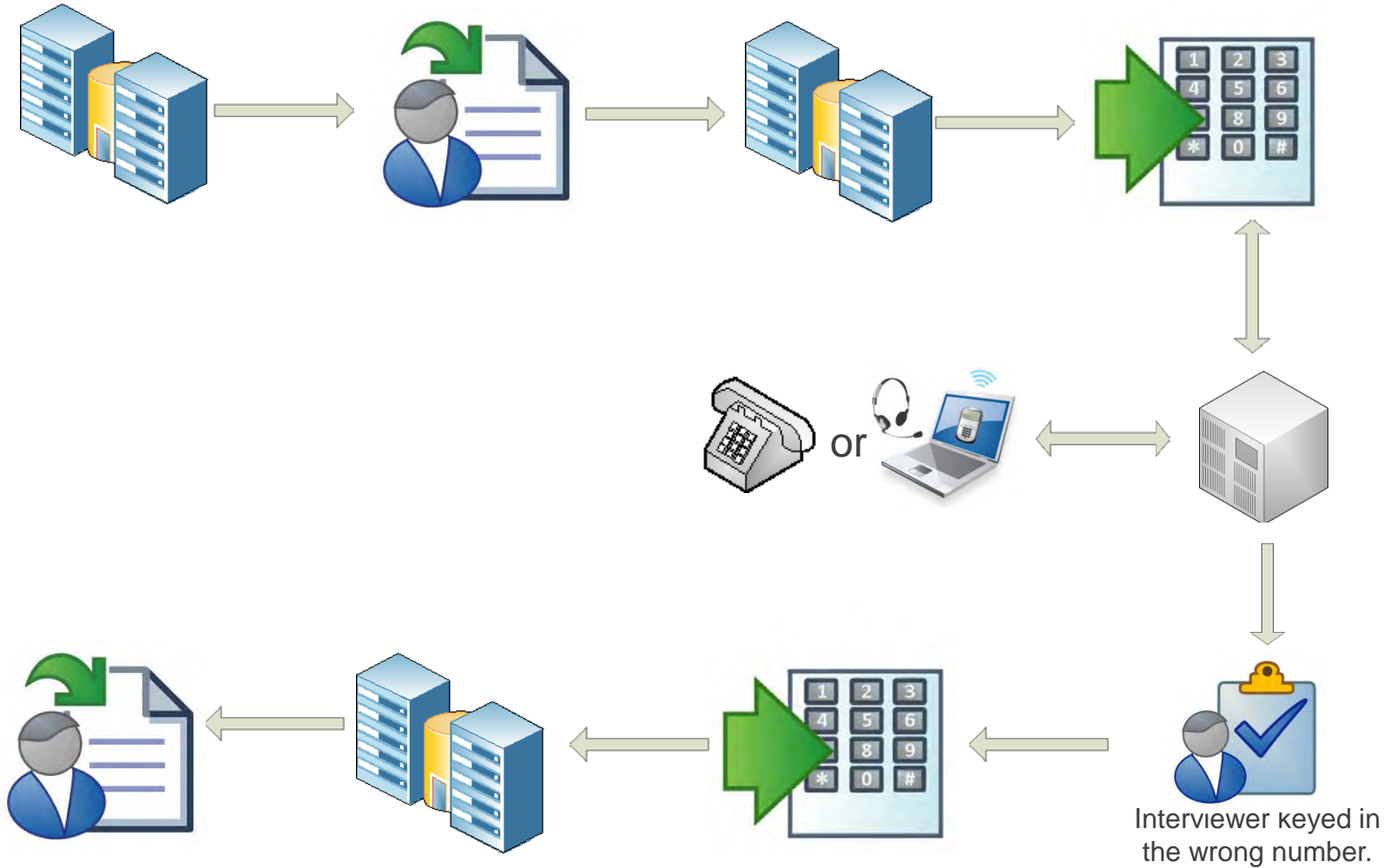


Direct PBX dial using 3rd party software



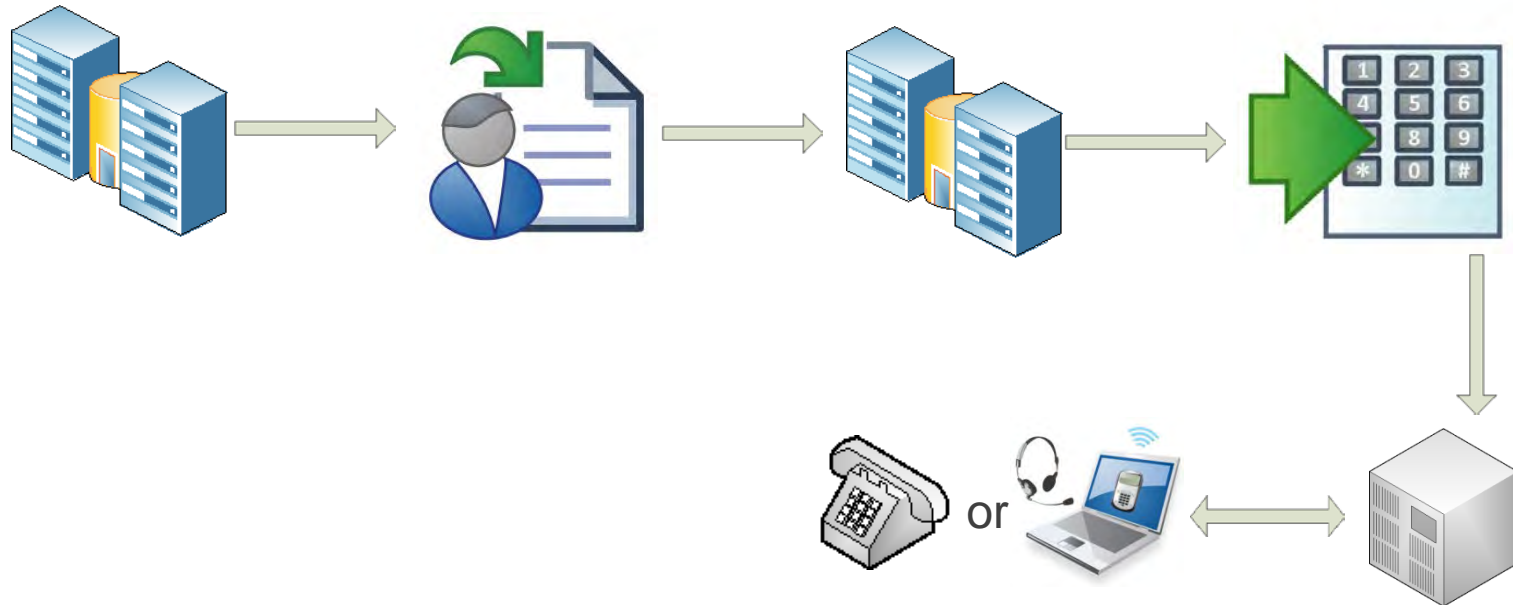
Target Mode – Phone Keypad

(Interviewer must key in phone number on their phone keypad)



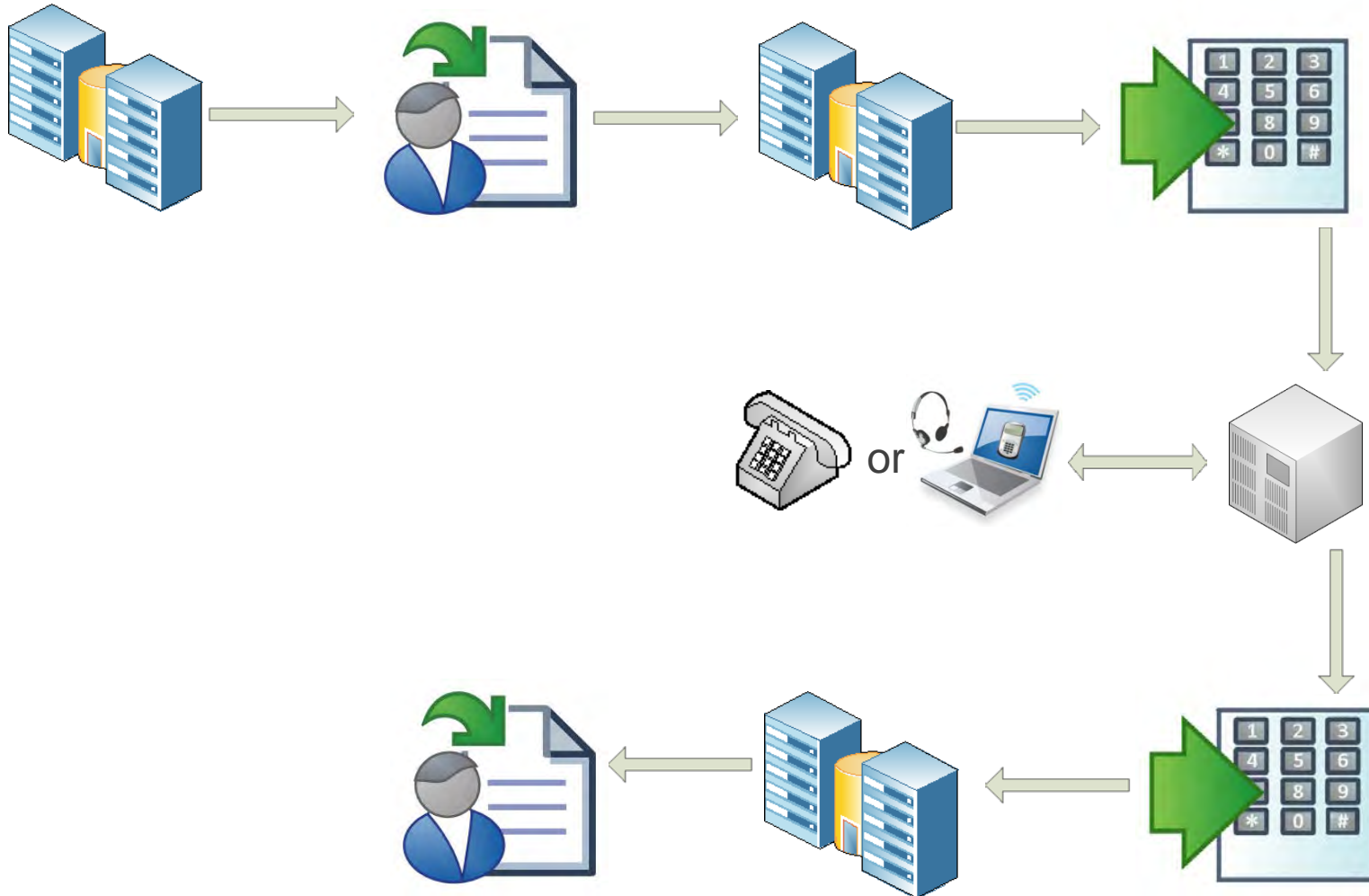
Target Mode – Preview

(With Survox Dialer Call Progress is heard)

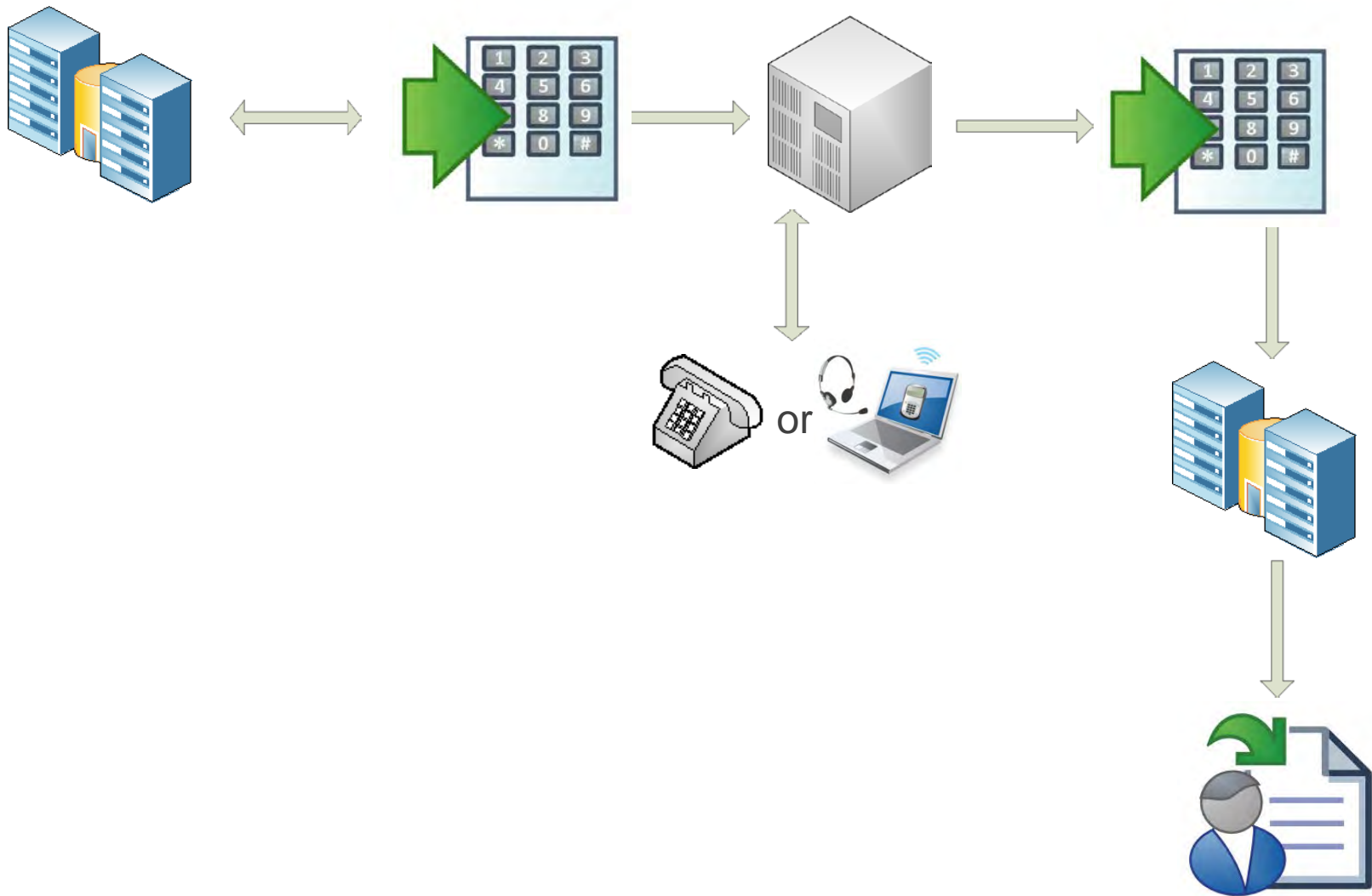


Target Mode – Power

(Can Auto Disposition)



Predictive Mode

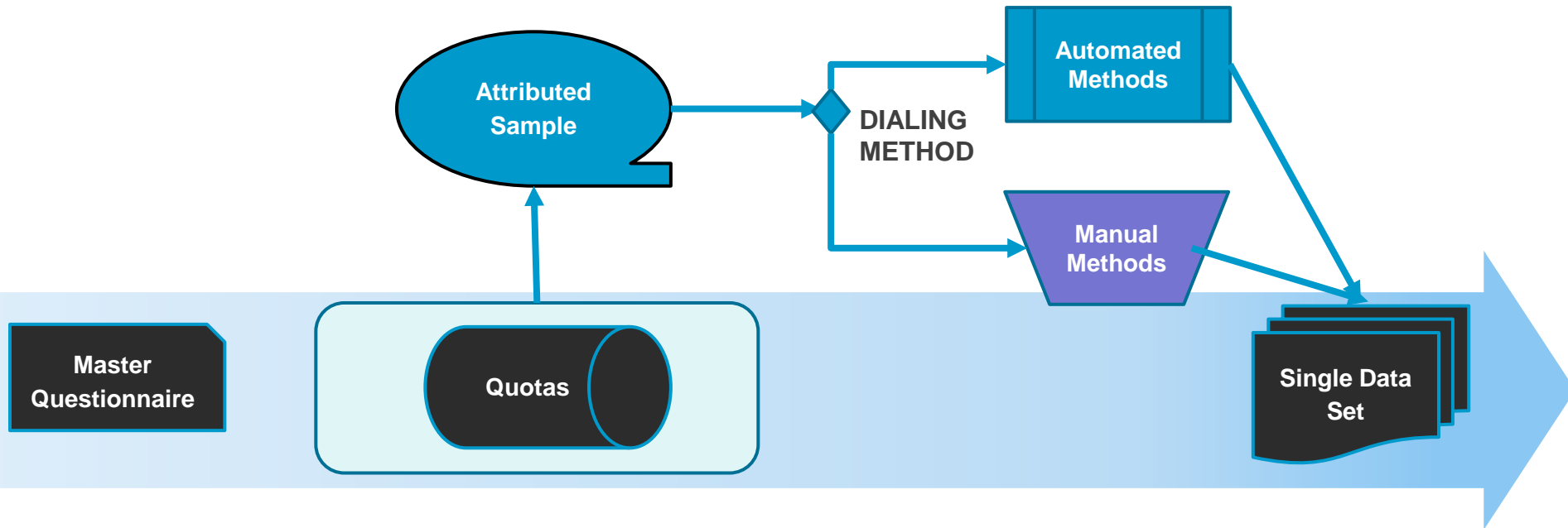


A background network diagram with a teal-to-blue gradient. It features a complex web of thin lines connecting various nodes. Some nodes are represented by small circles, while others are squares. The connections are dense and crisscross the entire frame.

Study Work Flows

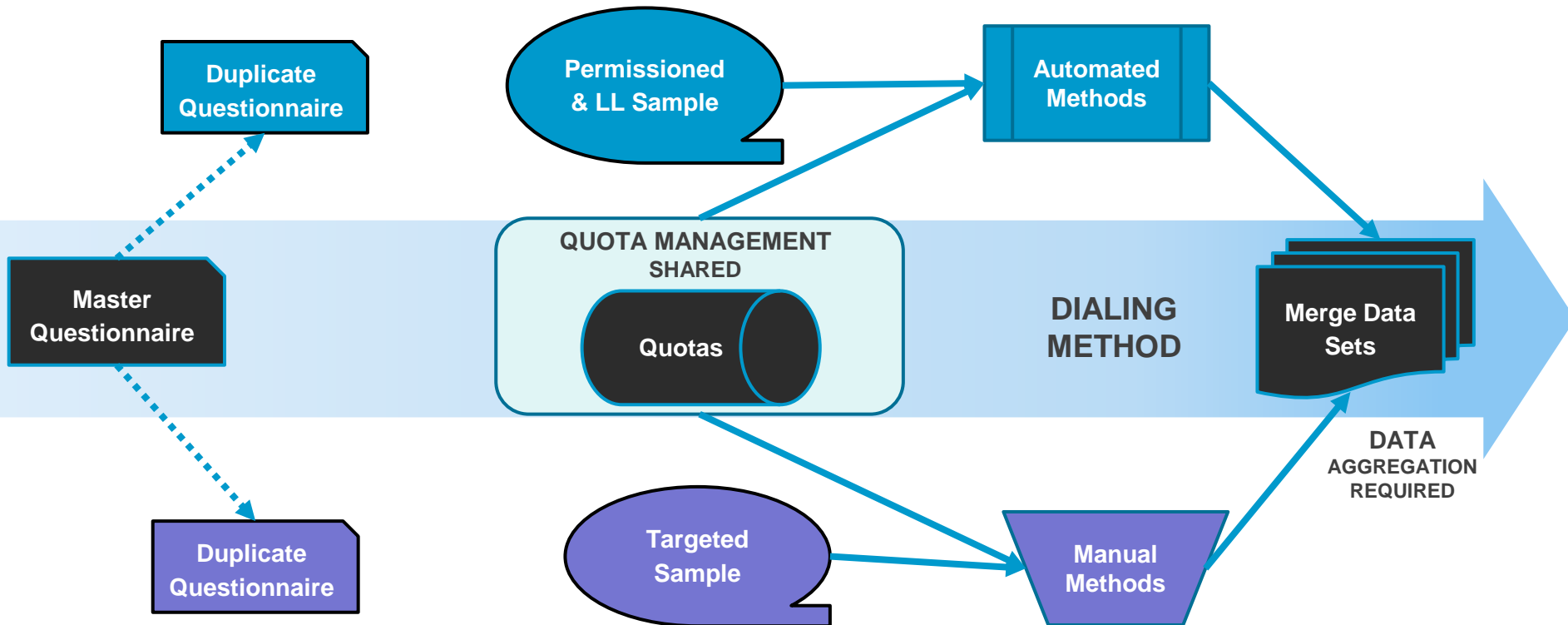
Differentially Dialed Study

- Single Study
- Land Line numbers can be dialed predicatively
- Records marked with a “T” in column 21 will be dialed in targeted mode



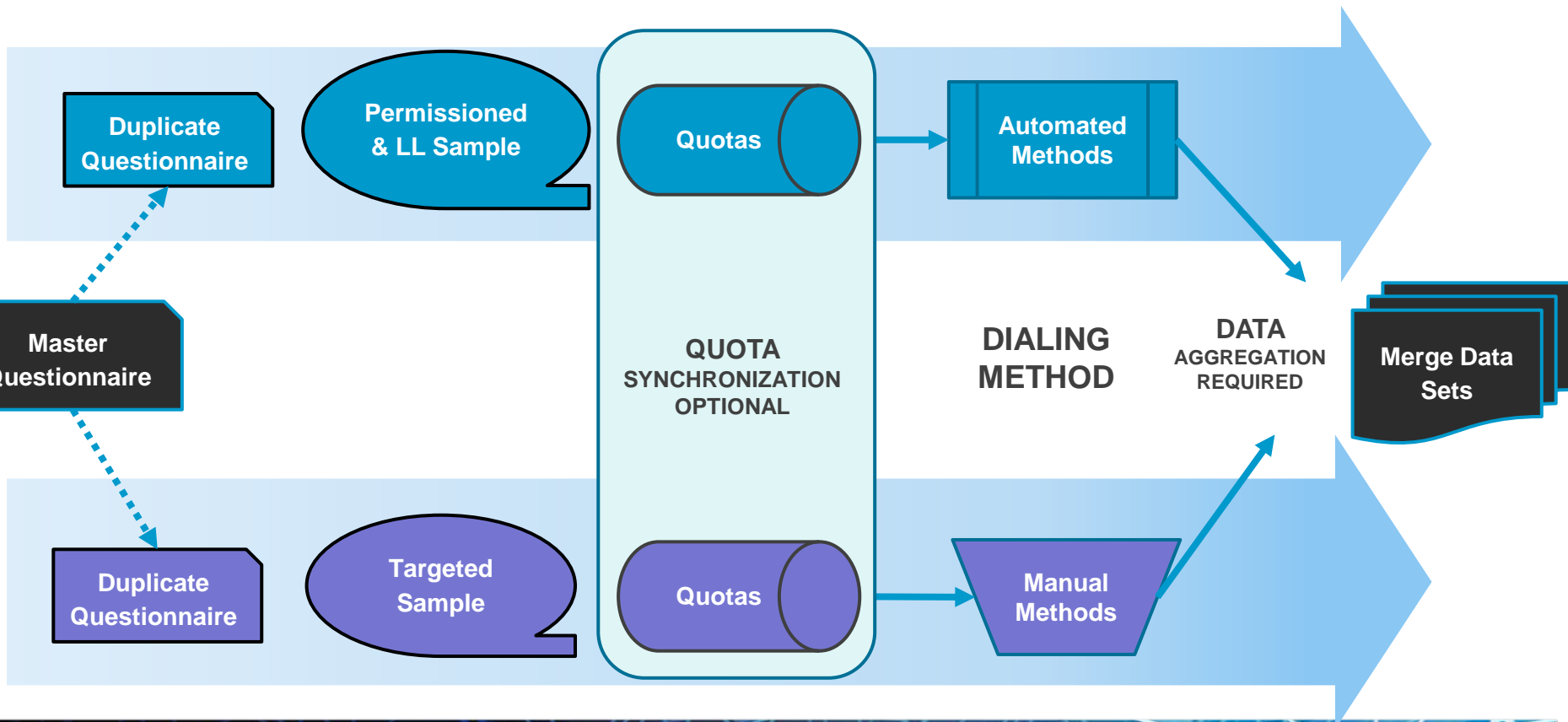
Dual Work Stream Study (Master Quota Study)

- **Two Studies** – Sample files separated, Data sets need to be combined
- **Single Quota File** - so quotas can be checked across studies
- Interviewers may need to be moved from one study to the other
- Works no matter what method is used to dial the cell phone numbers



Parallel Studies & Work Streams

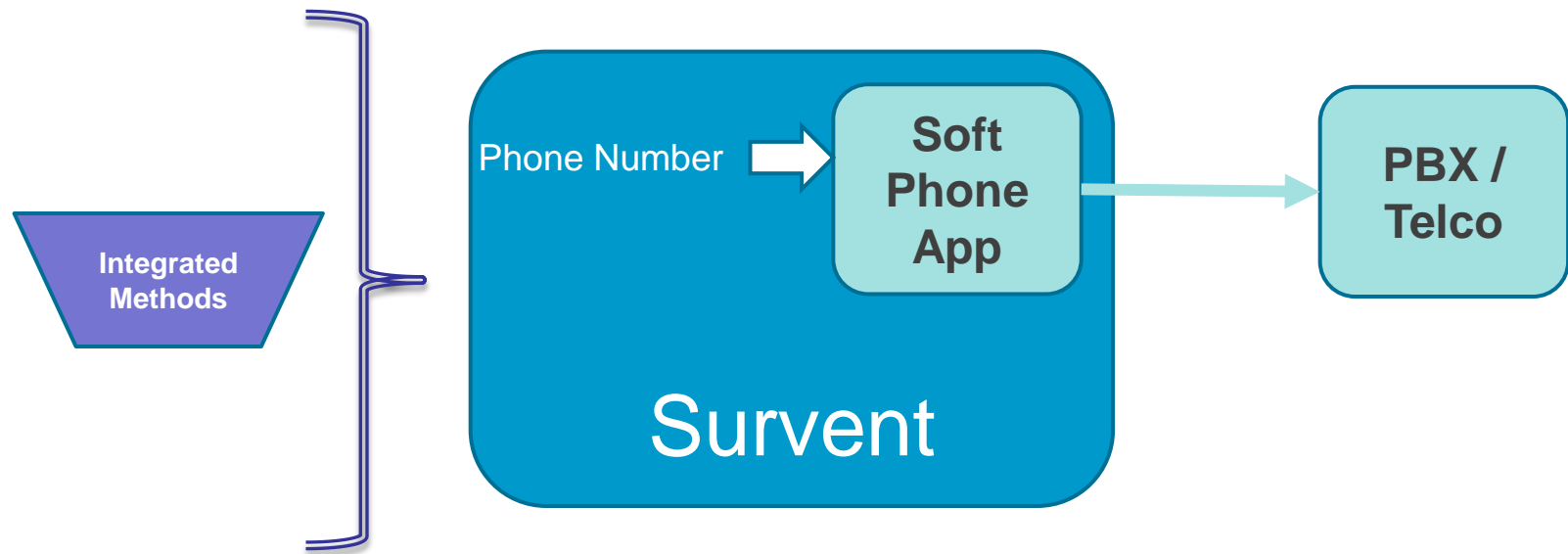
- Two completely separate studies
- Quotas must be managed separately
- Cell study might use a different server that is not connected to a dialer



Study Work Flows

☐ COMPLETELY SEPARATE PHONE SYSTEMS

- ☐ 2 phones on each interviewers' station
- ☐ Cell phones go through a completely separate call path than land lines
- ☐ Works with all separate study designs



A network diagram background consisting of a complex web of thin blue lines connecting various nodes. The nodes are represented by small circles and squares, some of which are larger and more prominent than others. The overall color scheme is a gradient of blues, from light to dark.

Questions?

Opportunities for further Enablement

- Is this what you do today or are there additional types of methodologies that you would like us to investigate?
- What is the most inefficient part of the process?
 - How can we assist?

The background of the slide features a network diagram with various nodes and connecting lines. The top and bottom sections are light blue, while the middle section is black. The nodes are represented by circles and squares of different sizes, connected by thin lines. The central text 'Next Steps' is written in a white, sans-serif font on the black background.

Next Steps

Next Steps

- Share this presentation with the appropriate staff back in your office
- Have your legal staff review to see what option leaves you the least vulnerable to potential litigation
- See the white paper on TCPA compliance at ...
- Visit [Survox Services Center](#)
 - Submit a ticket to set up to setup a meeting for us to review with your staff your current practices.



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