



Interviewer Dashboards

2015 Survox Summit

Session Title



Why is this important to you?

- Interviewer Productivity Dashboards
- Increase throughput for higher profit

Agenda

- Feedback Review
- Demos
- Development Process
- Future

Participants – Dashboard Advisory Group

Next steps - Participate in usability testing

User Focus: Supervisor

Supervisor's Job



Supervisor's Job



User Case – Interviewer Shift Productivity

Goal

Allow supervisor to easily **visualize** the **productivity** of each interviewer

- relative to the team
- relative to fixed targets



Interviewer Shift Productivity

Demo

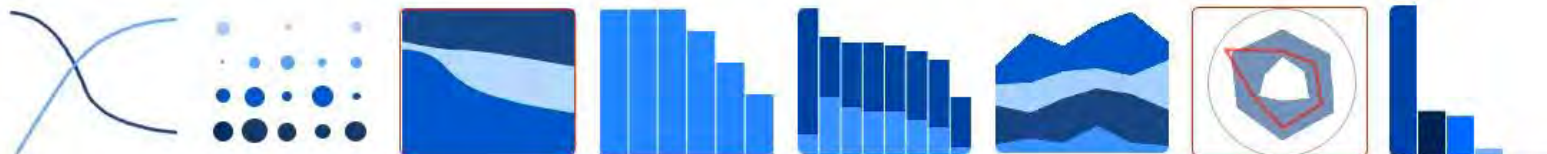
Studies



^ Coke_040115 - Coke Is It



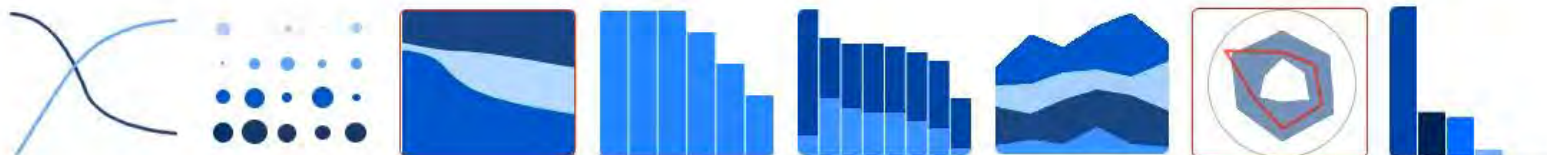
150 / 50% Completes, 10 Completes Today, 4 Active Stations



^ Insurance_010115 - Really Long Insurance Survey



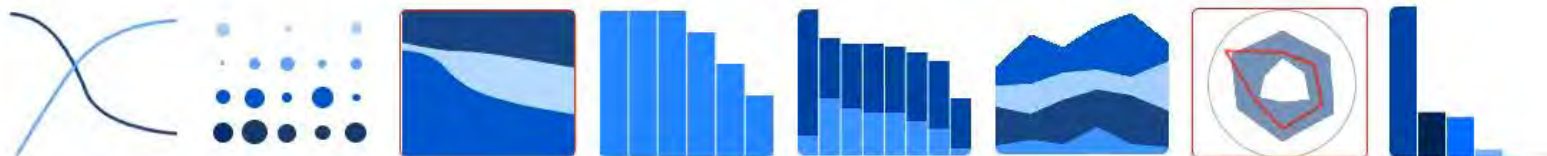
500 / 5% Completes, 1 Completes Today, 10 Active Stations



^ OpinionPoll_062115 - Some Opinion Poll



2000 / 50% Completes, 50 Completes Today, 20 Active Stations



User Case – Interviewer Time Utilization

Goal

Allow supervisor to quickly assess how each interviewer is spending their time, and spot issues.

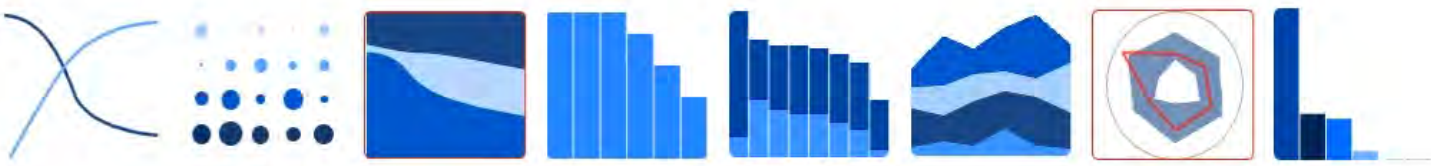
Interviewer Time Utilization

Demo

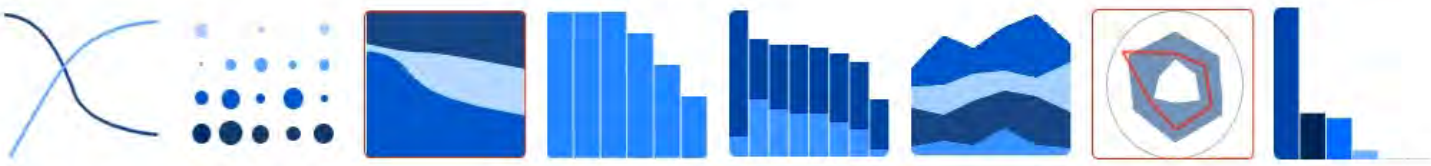
Studies



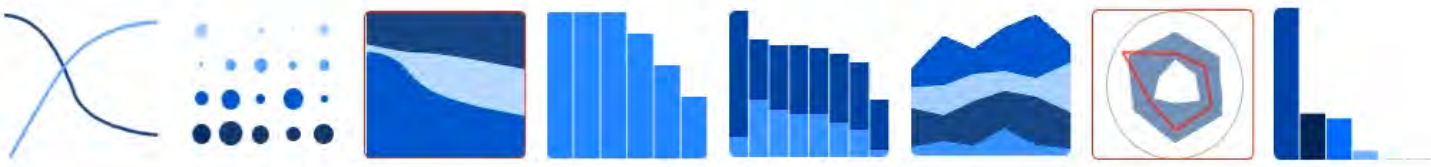
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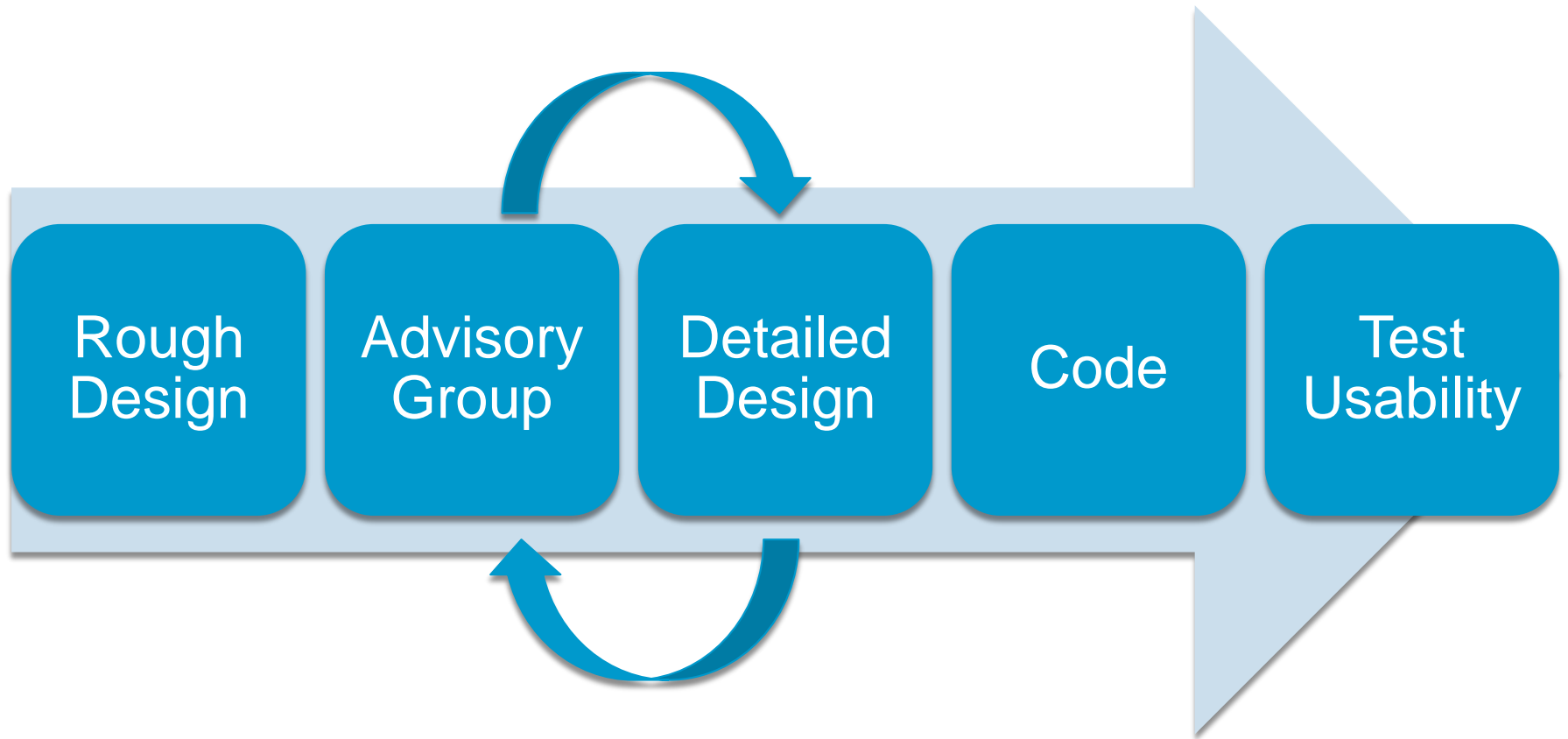
OpinionPoll_062115 - Some Opinion Poll
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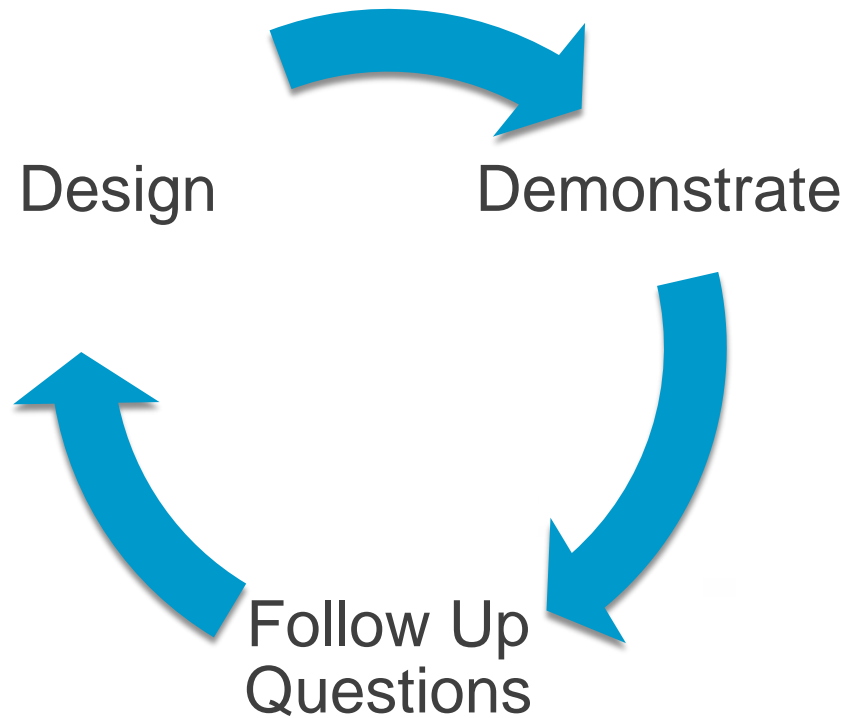
User Work Observation (Preliminary)

- Observe users doing their job in their actual work environment
- 3 – 5 Users observed
- Follow up with questions on work flows

Designing The Dashboard (User Feedback)



Dashboard Advisory Group



Usability Testing

Who?

People who perform role of supervisor

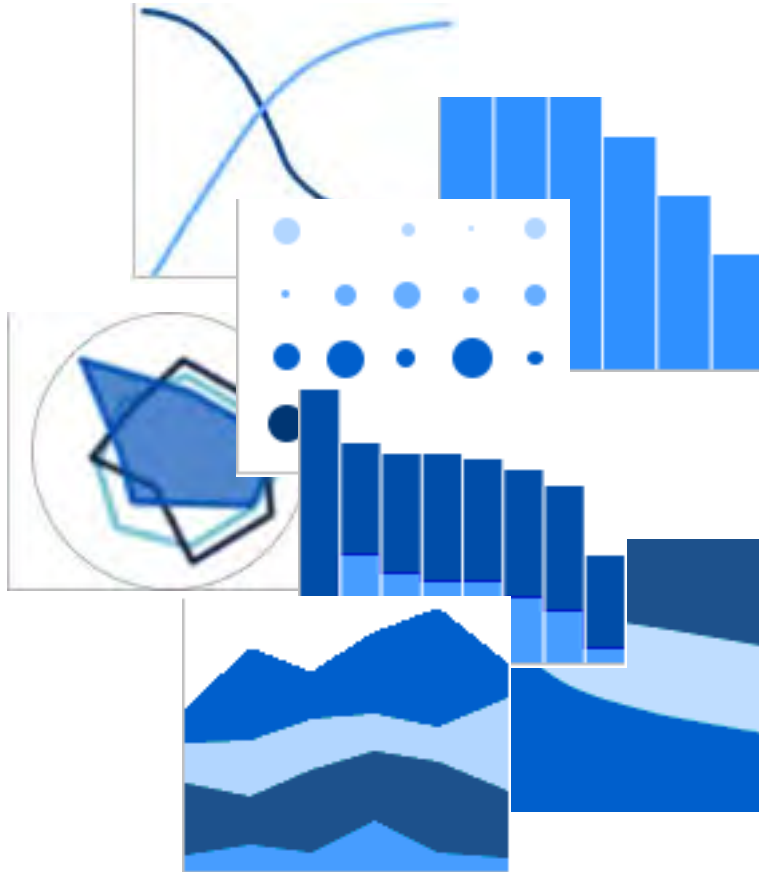
Where?

Phone and web

What is entailed?

- Brief Tutorial (5 minutes)
- Try out the new tools (15 minutes)
- Talk about what you liked & what you did not like (10 minutes)

Future Dashboards



- Sample vs. Completion
- Quota Completion
- Sample by Time Zone
- Predictive Sample Usage
- Disposition Over Time
- Interviewer Scoreboard

Next Steps

- Thank you, Dashboard Advisory Group members
- Participate in Usability Testing
- More control of shop at lower cost & higher profit

- Learn more at [docs.Survoxinc.com](https://docs.survoxinc.com)

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