

# VOXCO COMMANDCENTER™

A centralized and truly integrated management system for multi and mixed-mode surveying and data collection

- ▶ INCREASE FLEXIBILITY
- ▶ SIMPLIFY MANAGEMENT
- ▶ EXPAND YOUR SCOPE
- ▶ ENSURE DATA SECURITY
- ▶ COMMUNICATE BETTER



# KEEP IT SIMPLE... BUT POWERFUL...



## SIMPLIFY MANAGEMENT

using common Design and Field Management tools for all survey modes

- Simplified project creation
- User-friendly interface
- Web Tools and Question Library
- Easy deployment
- Fast learning curve



## ENSURE SECURITY

through flexible and powerful rights management

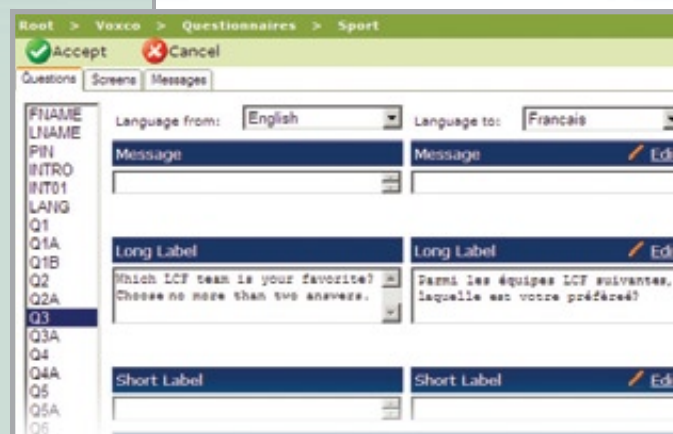
- Control access to functionalities and/or projects
- Manage groups (researchers, project managers, supervisors, clients, etc.) or individuals



## INCREASE FLEXIBILITY OF OPERATIONS

through:

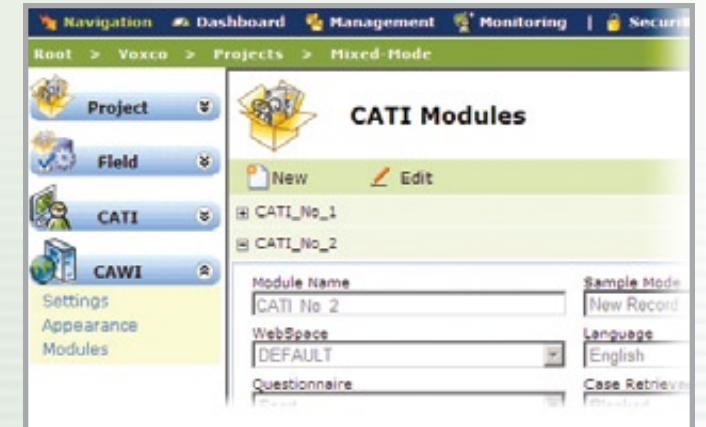
- Multi-user Web-based open-end coding
- Multi-user Web-based questionnaire translation
- Easy monitoring of remote agents
- Script design independent of survey execution
- Mode-specific texts in addition to foreign language alternatives



## EXTEND THE SCOPE OF YOUR PROJECTS

with centrally-managed multi and mixed-mode surveying

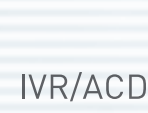
- Single central database updated in real-time
- Efficiently execute projects using seamlessly integrated multiple data collection sites
- Thin-client solution allows delocalization of field operations or usage of home-based agents
- Mix surveying modes for elaborate campaigns
- Enhance interviewer efficiency through blended inbound/outbound campaigns
- Mode-switching activated by script or respondent



CATI



Web CATI



IVR/ACD



Web Surveys



CAPI



CAMI

## REACH RESPONDENTS EFFICIENTLY

with a comprehensive telephony solution and predictive dialer: Pronto™

- Optimize call strategies and response rates
- Record interview segments
- Play back sound files
- Perform audio monitoring
- Execute IVR surveys with text-to-speech technology

## MAXIMIZE THE VALUE OF YOUR RESPONDENTS

with fully integrated Panel Management and Sampling tools

- Quota management
- Advanced call-back rules
- Design portal or homepage for panelists
- Automatic addition and update of panelists and attributes
- Quota controls implemented across all modes in real time

## PROCESS DATA AND BROADCAST INSIGHTS EFFORTLESSLY

with cutting-edge tabulation and reporting tools

- Powerful and user-friendly tools to meet all processing and analytical needs
- Minimal set-up and coding
- Web or Windows applications
- Process and share customer & employee feedback across management levels, business units, regions, etc.
- Provide real-time specific data to managers according to their operational needs (and rights)



WITH VOXCO COMMAND CENTER!

**VOXCO COMMAND CENTER™** is offering even more features to streamline your projects:

- Flexibility in determining the initial contact and collection mode
- Support to revert to a prior collection mode if case still incomplete
- Single-view management and reporting; data identified by collection mode
- Complete forward/backward compatibility with previous versions of Command Center or Interviewer™
- Off-line questionnaire testing using standalone design application
- Ability to archive projects and easily restore them when needed
- MS SQL database and Microsoft-based technologies



Dashboard

Project Interviewer

Search :

Project name	Sample	Objective	Completed	Remaining	ETBC	Fre
CATI - New Record	5599	5	48	0	0	5313
CATI - Use Sample	5599	5	48	0	0	5313
CATI interview	0		0			0
CATI Module	4		0		0	0
cati_recrutement	4		4		0	0
Cati1	0		0			0
Cati2	0		0			0
Cati-2a	0		0			0
Module CATI - New Record	3		3		0	0

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**VOXCO** is a world-class software specialist in **applications for collecting and processing strategic data**. Based in Montreal with a strong international presence, our expertise is equally recognized by the Market Research industry, contact centers, institutions and major corporations.

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