

## NEW!! CALL CENTER MANAGER FOR QUALTRICS



### Sawtooth Technologies is pleased to announce Call Center Manager for Qualtrics

WinCati Call Center Manager for **Qualtrics** (CCM) is designed specifically for Qualtrics. It adds automated sample and call management, productivity reporting and **mixed mode** interviewing.

CCM 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, research institutes and government agencies. CCM can be used effectively for customer and employee feedback surveys.

CCM 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, offsite or from home. Additionally, CCM can work in a **CLOUD** allowing supervisor and interviewers *to work anywhere in the world*, no call center required!

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

#### CCM LETS YOU

- ✓ Work in a cloud or on-premise solution
- ✓ Administer surveys using **Qualtrics**
- ✓ Combine call center activities in one system
- ✓ Conduct phone, Web, and phone/Web surveys
- ✓ Execute best practices surveys

#### CCM GIVES YOU

- ✓ Automated sample and call management
- ✓ Outbound and inbound calling
- ✓ On screen Interviewer monitoring
- ✓ Integrated email invitation system
- ✓ Interviewer productivity, disposition monitoring reports
- ✓ Voice recording and more

Call Center Manager for Qualtrics provides a singular combination of features, expandability, and value that delivers rigorous, cost-effective research.



### CCM Mixed Mode Offers True CATI/Web Integration

- ✓ CCM's mixed-mode interviewing, interview record/sound play and automated dialing options extend your system's capabilities while lowering your costs.
- ✓ Interviews can switch between modes
- ✓ CATI and Web interviews use the same sample, questionnaire, and respondent data database
- ✓ Sample management rules, quotas, and dispositions are applied to both modes
- ✓ Email messages can be sent automatically to online respondents based on their interview status

### Special Offer for AASRO Members

We are very pleased to support AASRO through a special offer developed for AASRO members only! We are offering free training for any AASRO member purchasing Call Center Manager for QUALTRICS, or CCM Telephone Only or Mixed Mode for the first time. This can be a savings of up to \$3,000!

This offer also extends to any AASRO member purchasing our **flagship** software **Sensus/WinCati (Mixed Mode)** for the first time! Sensus/WinCati (Mixed Mode), provides nearly identical features as CCM but uses our own questionnaire package Sensus to develop basic, advanced, or questionnaires of any complexity using our elegant coding technology.

Please click on this link for more information: <http://www.sawtooth.com/index.php/software/wincati/>

Our professional training and programming services include survey research standards and practices, optimization, web programming and design as well as other functions. Training support is available for all our products and can be given either virtual or on client site.

(Offer valid until December 31, 2016. Certain conditions may apply).

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