

ARCS IVR / Web Systems Overview

ARCS Recruiting System

- Created specifically for Recruiting via IVR and WEB.
- Create unique questionnaires for each study and define which panelists match criteria for the session.
- Automated System for inbound and outbound IVR or via external Web site.
- Automation allows for reminder calls and cancellations.
- Track payments for each panelist
- Reports – real-time or access SQL DB

ARCS consists of three main components

- Panel Management
- Study Management
- Questionnaire Building

ARCS Benefits

- IVR and Web data collection lets you write one Questionnaire and publish on IVR and/or Web.
- Fax/Email - Send a fax or email from within a questionnaire
- Real Time Information on Studies on Web lets you check for number of completes, recruits, quota pools, and top-line results - On-line, in realtime.

ARCS Advantages

- Flexible but powerful architecture based on MS Windows .NET and MS SQL Server
- Non-Stop processing – add or change studies on the fly
- All data collected in a central database – any ARM Line Client can process any study
- Excellent technical support