

Implementation

The PRO-T-S software has always been installed in partnership in conjunction with the market research software and the client. The PRO-T-S dialing solution is not standalone software. As such, MSG will work with both the market research software vendor and our client to install the PRO-T-S software in the most efficient way possible. MSG staff will be available as consultants for hardware procurement, software needs and network guidance. Once the infrastructure is in place, MSG will install the PRO-T-S software at the client location. The software will be tested and verified for connection to the client network, market research software communication and agent / interviewer connectivity. Test dialing will be performed to verify that all the communications are working properly. MSG will also train your staff on the use of the PRO-T-S system.

Training

Training on the PRO-T-S system covers every aspect of the dialer itself. While the system is very intuitive and requires limited training to use, MSG will provide extensive hands on training for your staff. MSG will provide on-site dedicated time to the installation, verification and training of the full PRO-T-S product.

There are no limitations to the number of staff that you would like to be trained on the use of the system. We can also provide supplementary training via web conference if such is deemed necessary.