

Reporting

Real-Time Statistics provide a visual display of system activity. Options allow for examining dialing results, total calls placed, call results, length of calls, dialing state and current state for each interviewer. Up-to-the-minute shift, project and cumulative statistics are available on-demand for individual interviewers. Both graphical and tabular reporting options are available.

Interviewer status reports quickly and easily determine who is active, their current status as well as current project assignment. Project status enables tracking of individual studies, provides call history summaries by project, by week, by shift or even by individual interviewer. Historical production reports are available to provide detailed results by site, shift, study, interviewer, and client or down to a specific date. System status reports allow identification of preferred carriers, restricted calling areas, and isolation of telephone line problems – direct dial and/or E1/T1.