

# CATI CALL CENTER INTERNATIONAL – your telephone surveys center!



# Outsourcing



**The company «CATI call center Int.» is an outsourcing call center which specialized at conducting of computer-assisted telephone interviewing (CATI).**



**We have the best team, who have deep industry knowledge, many years of experience and commitment to operational excellence**

**Our hardware and software meets all the requirements for procedure and quality of conducting telephone interviewing.**

# CATI research

A hardware and software complex of the «CATI call center Int.» provides complete automation of the process of interview conducting: progressive and predictive dialing, random generation of telephone base, filling in questionnaire forms and results fixation.

The program shell «CATI call center Int.» enables to quickly make changes to a questionnaire, rotate the alternatives; lists, implement the «complex logic» with multiple choice and install «filters».

# Software platform

**The server component of the call center based upon Unix-like operating systems (FreeBSD, Fedora Core).**

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**The client can manage fieldwork online: monitor the agents via a browser and check report in the progress.**

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**The reliability of telephony is maintained by the triple reservation by the alternative communication channels.**

# Software platform

The questionnaire module is realized in the languages PHP, MySQL, its functionality helps to solve any tasks of the present questionnaire software:

- questions with multiple and single choice
- possibility to ask questions in matrix form.
- rotation of offered answer alternatives
- random order of questions in a section
- automated control of selection and quotes
- showing specified questions according to answers to previous questions.

# Quality control

**Before launching every survey project the interviewers pass instruction by the project manager and supervisor. There are conducted pilot interviews.**

**The supervisor controls the operators' work having an immediate access to listening to the conducted interviews, with a possibility of capturing the respondent or their re-assignment to another operator and access to the desktop of every operator for data entry control.**

**At the wish of a Client it is possible to listen to the work of operators during data collection.**

**All the interviews are recorded and saved on our server.**

# REASONS TO WORK TOGETHER

**We are specialized outsourcing call center for CATI research**

- **We have the best team, who have deep industry knowledge, many years of experience and commitment to operational excellence**
- **A whole range of monitoring options are available, such as multi-stage quality control work of interviewers, automated call recording, remote listen-in, reports and statistics any time.**
- **Our company provide international telephonic fieldwork services to leading market research and consultancy agencies.**
- **Since 2011 we have conducted more than 200 B2C & B2B projects**
- **We have 30 operator places, based in Ukraine**
- **Flexibility, we are ready to enlarge if its needed (add more working places)**

## OUR CLIENTS

We are proud to provide outstanding service to our clients.



Ukrainian Agribusiness Club

We are a reliable partner to our clients, not just a provider

CATI call center





**Let's start!**

**We look forward to hearing your feedback!**

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