

IBM SPSS Data Collection Administration Telephone for Supervisors - ILT Information

Length: 2.0 Days
__Ref: 0M035G
Delivery method: Classroom
Price: EUR

Overview

This course is aimed at the Telephone room supervisors that need to understand and maintain all aspects of a PASW Data Collection Telephone environment. This knowledge extends to setting up and configuring the project and sample interaction, as well as the general administration of the Telephone system. Once a project has been deployed, the course will go into detail around Supervisor activities, maintaining and adjusting a project, and reporting on key telephone reports/statistics.

Public

This basic course is for anyone responsible for the maintenance of PASW Data Collection Telephone surveys in Telephone call center environment. It is aimed at the Telephone Supervisors that need to understand all the detailed aspects of a deployed project.

Prerequisites

For onsite delivery, access to a PASW Data Collection Phone server **and** a fully functioning PASW Data Collection Phone installation.

Objective

Please refer to course overview for description information.

Topics

- Managing access and rights to the IBM SPSS Data Collection Telephone environment
- Integrating sample records in a telephone project
- Understanding Quota's
- Adjusting key phone survey settings before data collection begins - including some key dialer components
- Supervisors learn how to monitor interviews and where appropriate the properties of the dialer that relate to PASW Data Collection Interviewer Phone
- Monitoring Interviewers, Interviews and the Dialer
- Perform key steps that relate to project maintenance:

- Reporting and interpreting telephone performance
- Reporting on survey data
- Setting up the telephone room environment to accommodate data collection

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