DialVision

Chapter 1: Introduction to DialVision and Training

What is DialVision?

DialVision is a web-based program that serves as a call manager for inbound and outbound telephone calls by distributing calls to centralized callers/interviewers. It allows for enhanced caller activity management and supports other web-based interactions such as the web survey.

Dialvision for the project has two major building blocks:

1. The survey running over the internet using Internet Explorer web-browser
2. An internet-based telephone dialer that runs on your computer called a soft phone

The combination of these applications, (DialVision, Survey, and soft phone) introduces a new survey system to the field that is quite innovative and exciting. We anticipate it will allow you to focus more closely on your primary role as a scientific interviewer: establishing rapport with respondents and completing the interview efficiently.

What is the Survey?

The survey is a web application that is accessed using the Internet Explorer web-browser. The survey differs from other interviewing systems in that the instrument and all the data reside on a central server in Columbus, Ohio. The server sends your computer each question and stores the data you enter. The data going back and forth is encrypted employing the same methods used with credit card information when products are purchased on the Web. This means no sensitive data is stored on your PC. If we need to change the instrument, we do this on the server. Therefore, updates are easily and seamlessly applied without affecting the interviewers PC.

How Does the Soft Phone Work?

The soft phone is a software application that allows you to have telephone conversations over the Internet using your PC. This application enables a laptop, desktop, or workstation computer to function as a telephone using "**V**oice **o**ver **I**nternet **P**rotocol" (VoIP) technology. As with the advent of wireless phone systems, wireless computer networks can also use VoIP but with the same not-so-reliable quality as wireless phones. This software medium for transmitting telephone service over a computer is often referred to as a "soft phone".

You will be supplied with a USB headset to use with your computer's soft phone. This headset has two advantages. First, it leaves your hands free to enter responses and navigate the computer. Second, it has a digital chip in it that improves sound quality. We will use your work headset attached to your work phone for training and use the USB headset when we begin to interview live.

Advantages of DialVision

DialVision is able to track and monitor caller activity efficiently, handle large numbers of cases, and provide us with numerous reports that reveal how the field effort is progressing. It is unique because it works over the web, which provides the call center to act as a virtual branch office of The Ohio State University.

DialVision is set up to provide us with the needed technology to manage large pools of cases efficiently in a centralized design with interviewers working from remote locations.

How Will I Get Ready and Be Trained?

Several days before the actual training, you will be given independent study material to read on your own. It is important that you become familiar with the scope of the survey, the scripts, the financial concepts, and the rebuttals before the actual training. There will also be a quiz at the end of every section so you can track your progress independently. We will hold a training session over the Web in which you will be able to see our desktop here in Columbus, Ohio and participate in the actual training. During this training, we will go over your independent study material and do sample interviews until you feel comfortable with the questionnaire, its concepts and rebuttals, and feel good about using the system on your own. During parts of the training, your PC will function like a television, with you viewing what the trainer does while listening to the instructor. We will be able to watch your PC from Columbus so that if you are having problems we can see what is happening and provide immediate help.

After this training conference call, we will have you log into DialVision and have you place calls and conduct surveys with CHRR office personnel as you would in production mode. We call this a "check out mock".

Go to:
Quiz for DialVision®: Chapter 1: Introduction to DialVision® & Training
Chapter 2: DialVision® Basics