

# queXS

Case id: 121

Respondent:



Australia/Victoria

[Show details](#)

End	Fri 25 Jul 04:46PM
Appointment	
Call/Hangup	VoIP Off
	No call
Supervisor	04:46PM
Start REC	



[Notes](#) [Call history](#) [Shifts](#) [Appointments](#) [Performance](#) [Work history](#) [Info](#)

[Add note](#)

Date/Time	Operator	Note
Fri 25 Jul 04:46PM	Adam	asdfasdfsdf

Good afternoon, may I please speak to [REDACTED] [REDACTED]?  
My name is Adam Zammit and I'm calling from Deakin University.

[Yes - Continue](#)

[Business number](#)

[Answering machine](#)

[End call with outcome: Accidental hang up](#)

[End call with outcome: Refusal by unknown person](#)

[End call with outcome: Refusal by respondent](#)

[End call with outcome: No eligible respondent \(person not available on this number\)](#)

[End call with outcome: Out of sample \(already completed in another mode\)](#)

# queXS: 5 sections

The screenshot shows a software interface for managing calls. On the left, there's a sidebar with 'Case id: 121' and 'Respondent: [redacted] Australia/Victoria'. Below this is a link 'Show details'. To the right of the sidebar is a vertical menu with buttons for 'End', 'Appointment', 'Call/Hangup', 'Supervisor', and 'Start REC'. The main area displays a call log entry for 'Fri 25 Jul 04:46PM'. The entry shows 'VoIP Off' and 'No call' status. A note was added at 04:46PM by operator 'Adam' with the text 'asdfasdfsdf'. Navigation tabs at the top include 'Notes', 'Call history', 'Shifts', 'Appointments', 'Performance', 'Work history', and 'Info'. A link 'Add note' is also present.

Good afternoon, may I please speak to [redacted]?  
My name is Adam Zammit and I'm calling from Deakin University.

[Yes - Continue](#)

[Business number](#)

[Answering machine](#)

[End call with outcome: Accidental hang up](#)

[End call with outcome: Refusal by unknown person](#)

[End call with outcome: Refusal by respondent](#)

[End call with outcome: No eligible respondent \(person not available on this number\)](#)

[End call with outcome: Out of sample \(already completed in another mode\)](#)

# Respondent section

Case id: 121  
Respondent: [REDACTED]  
Australia/Victoria  
[Show details](#)

End Fri 25 Jul 04:46PM  
Appointment  
Call/Hangup VoIP Off  
Supervisor No call 04:46PM  
Start REC

Notes Call history Shifts Appointments Performance Work history Info

Add note

Date/Time	Operator	Note
Fri 25 Jul 04:46PM	Adam	asdfasdfsdf

Good afternoon, may I please speak to [REDACTED]?  
My name is Adam Zammit and I'm calling from Deakin University.

[Yes - Continue](#)

[Business number](#)

[Answering machine](#)

[End call with outcome: Accidental hang up](#)

[End call with outcome: Refusal by unknown person](#)

[End call with outcome: Refusal by respondent](#)

[End call with outcome: No eligible respondent \(person not available on this number\)](#)

[End call with outcome: Out of sample \(already completed in another mode\)](#)

# Respondent section

- Respondents' name
- Respondents' time zone
- Click for details about the respondent

# Action section

Case id: 121  
Respondent: [REDACTED]  
Australia/Victoria  
[Show details](#)

Fri 25 Jul  
04:46PM

End  
Appointment  
Call/Hangup  
Supervisor  
Start REC

VoIP Off  
No call  
04:46PM

Notes Call history Shifts Appointments Performance Work history Info

Add note

Date/Time	Operator	Note
Fri 25 Jul 04:46PM	Adam	asdfasdfsdf

Good afternoon, may I please speak to [REDACTED]?

My name is Adam Zammit and I'm calling from Deakin University.

[Yes - Continue](#)

[Business number](#)

[Answering machine](#)

[End call with outcome: Accidental hang up](#)

[End call with outcome: Refusal by unknown person](#)

[End call with outcome: Refusal by respondent](#)

[End call with outcome: No eligible respondent \(person not available on this number\)](#)

[End call with outcome: Out of sample \(already completed in another mode\)](#)

# Action section

- Click END to end the case or end work
  - End case: close this case and bring the next one
  - End work: close this case and stop work or take a break
- Appointment
  - Schedule an appointment
- Call/Hangup
- Supervisor
  - Calls the supervisor on your current call
- Start REC (record this call)

# Status section

Case id: 121  
Respondent: [REDACTED]  
Australia/Victoria  
[Show details](#)

End  
Appointment  
Call/Hangup  
Supervisor  
Start REC

Fri 25 Jul  
04:46PM  
**VoIP Off**  
**No call**  
04:46PM

Notes | Call history | Shifts | Appointments | Performance | Work history | Info

Add note

Date/Time	Operator	Note
Fri 25 Jul 04:46PM	Adam	asdfasdfsdf

Good afternoon, may I please speak to [REDACTED]?

My name is Adam Zammit and I'm calling from Deakin University.

[Yes - Continue](#)

[Business number](#)

[Answering machine](#)

[End call with outcome: Accidental hang up](#)

[End call with outcome: Refusal by unknown person](#)

[End call with outcome: Refusal by respondent](#)

[End call with outcome: No eligible respondent \(person not available on this number\)](#)

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# Status section

- Displays time and date in facility time
- VoIP (headset) status
  - If red, click to turn on VoIP
- Call Status
  - (No call, requesting, ringing, answered)
- APPT
  - On an appointment
- MISSED
  - Missed a previous appointment
- Time at the bottom is time for the respondent

# Information section

Case id: 121  
Respondent: [REDACTED]  
Australia/Victoria  
[Show details](#)

End Fri 25 Jul 04:46PM  
Appointment [REDACTED] VoIP Off  
Call/Hangup No call  
Supervisor 04:46PM  
Start REC

Notes Call history Shifts Appointments Performance Work history Info

Add note

Date/Time	Operator	Note
Fri 25 Jul 04:46PM	Adam	asdfasdfsdf

Good afternoon, may I please speak to [REDACTED]?  
My name is Adam Zammit and I'm calling from Deakin University.

[Yes - Continue](#)

[Business number](#)

[Answering machine](#)

[End call with outcome: Accidental hang up](#)

[End call with outcome: Refusal by unknown person](#)

[End call with outcome: Refusal by respondent](#)

[End call with outcome: No eligible respondent \(person not available on this number\)](#)

[End call with outcome: Out of sample \(already completed in another mode\)](#)

# Information section

- Notes
  - Leave and read notes about this case
- Call history
  - A list of all calls made for this case
- Shifts
  - A list of shifts in the future for this project
- Appointments
  - A list of future appointments for this case
- Performance
  - All interviewers performance (completions p/h)
- Work history
  - A list of all the cases you have called in the past
- Info
  - Information about this project

# Questionnaire section

Case id: 121  
Respondent: [REDACTED]  
Australia/Victoria  
[Show details](#)

End Fri 25 Jul 04:46PM  
Appointment  
Call/Hangup VoIP Off  
Supervisor No call 04:46PM  
Start REC

Notes	Call history	Shifts	Appointments	Performance	Work history	Info
<a href="#">Add note</a>						
Date/Time	Operator	Note				
Fri 25 Jul 04:46PM	Adam	asdfasdfsdf				

Good afternoon, may I please speak to [REDACTED]?  
My name is Adam Zammit and I'm calling from Deakin University.

[Yes - Continue](#)

[Business number](#)

[Answering machine](#)

[End call with outcome: Accidental hang up](#)

[End call with outcome: Refusal by unknown person](#)

[End call with outcome: Refusal by respondent](#)

[End call with outcome: No eligible respondent \(person not available on this number\)](#)

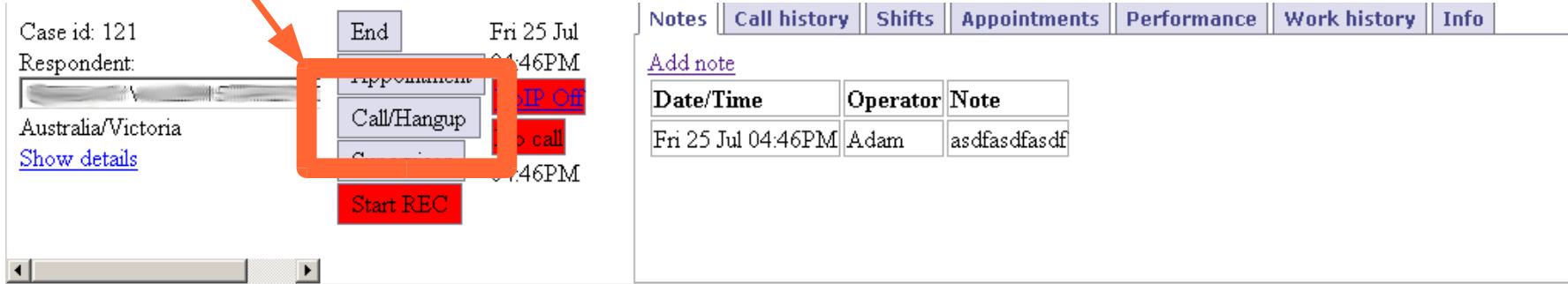
[End call with outcome: Out of sample \(already completed in another mode\)](#)

# Questionnaire section

- Displays respondent selection script
- Displays links for common outcomes from the current script
- When respondent accepts interview, displays the questionnaire script

# Placing a call: Example

Click on the “Call/Hangup” button



Date/Time	Operator	Note
Fri 25 Jul 04:46PM	Adam	asdfasdfasdf

Good afternoon, may I please speak to [REDACTED]?  
My name is Adam Zammit and I'm calling from Deakin University.

[Yes - Continue](#)

[Business number](#)

[Answering machine](#)

[End call with outcome: Accidental hang up](#)

[End call with outcome: Refusal by unknown person](#)

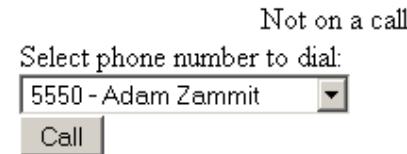
[End call with outcome: Refusal by respondent](#)

[End call with outcome: No eligible respondent \(person not available on this number\)](#)

[End call with outcome: Out of sample \(already completed in another mode\)](#)

# Placing a call: Example

The call screen will appear.  
Select a number and click  
the “Call” button.



# Placing a call: Example

Notice the status will change to “Requesting” then “Ringing” then “Answered” if someone picks up

Once answered and the script read out, click on “Yes – Continue” if the person is the one you are after

Good afternoon, may I please speak to [REDACTED]?  
My name is Adam Zammit and I'm calling from Deakin University.

[Yes - Continue](#)

[Business number](#)

[Answering machine](#)

[End call with outcome: Accidental hang up](#)

[End call with outcome: Refusal by unknown person](#)

[End call with outcome: Refusal by respondent](#)

[End call with outcome: No eligible respondent \(person not available on this number\)](#)

[End call with outcome: Out of sample \(already completed in another mode\)](#)

The screenshot shows a software interface for managing calls. On the left, there's a sidebar with 'Case id: 113' and 'Respondent' dropdowns, along with 'Australia/Victoria' and 'Show details' buttons. The main area has tabs at the top: 'Notes', 'Call history', 'Shifts', 'Appointments', 'Performance', 'Work history', and 'Info'. Below these tabs, there's a section for 'Add note' with fields for 'Date/Time' (Thu 24 Jul 03:51PM), 'Operator' (blurred), and 'Note' (A note about ahadur). A red arrow points from the 'Answered' status in the call log to the 'Note' field. Another red arrow points from the 'Yes - Continue' link in the script message to the 'Yes - Continue' link in the call log. The call log itself shows a timeline: End (button), Appointment (button), Mon 28 Jul 03:14PM (date/time), VoIP Off (status), Call/Hangup (button), Answered (status, highlighted in green), Supervisor (button), and Start REC (button).

# Placing a call: Example

If the respondent agrees to continue, click on “Yes – continue” to see the questionnaire

The screenshot shows a software interface for managing calls. On the left, there's a sidebar with 'Case id: 113' and 'Respondent' dropdowns, and a 'Show details' link. In the center, there's a call log table with columns for Date/Time, Operator, and Note. One entry shows 'Mon 28 Jul 03:14PM' and 'A note about ahadur'. Below the log is a text area containing a script:

Good afternoon, may I please speak to [REDACTED]?  
My name is Adam Zammit and I'm calling from Deakin University.

On the right side of the interface, there are several tabs: Notes, Call history, Shifts, Appointments, Performance, Work history, and Info. The 'Call history' tab is currently selected. A red arrow points from the text above to the 'Call history' tab. Another red arrow points from the text below to the 'Call/Hangup' button in the call log table.

If the respondent refuses, click on the outcome on the list here, or on the “Call/Hangup” box

The screenshot shows a call script with a list of possible outcomes for a refused call. The script text is identical to the one in the previous screenshot. Below it, a list of outcomes is provided:

- [Yes - Continue](#)
- [Business number](#)
- [Answering machine](#)
- [End call with outcome: Accidental hang up](#)
- [End call with outcome: Refusal by unknown person](#)
- [End call with outcome: Refusal by respondent](#)
- [End call with outcome: No eligible respondent \(person not available on this number\)](#)
- [End call with outcome: Out of sample \(already completed in another mode\)](#)

# Placing a call: Example

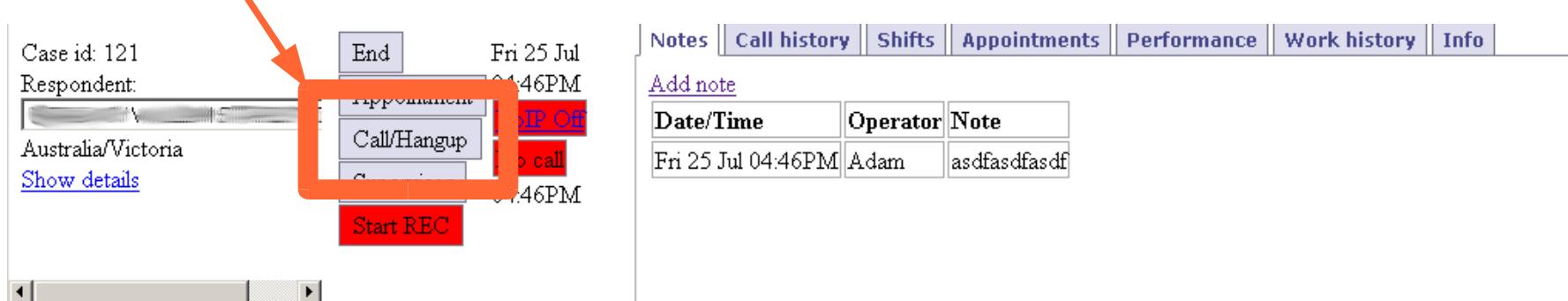
The call screen will appear.  
Select the relevant outcome  
if not already selected from  
the list, then press “Hangup”  
to end the call



Answered	<input type="radio"/>
<u>Not Answered</u>	<input type="radio"/>
Other, Referred to Supervisor (Eligible)	<input type="radio"/>
Soft Refusal, Other	<input type="radio"/>
Hard Refusal, Other	<input checked="" type="radio"/>
Soft Refusal, Respondent	<input type="radio"/>
Hard Refusal, Respondent	<input type="radio"/>
Complete	<input type="radio"/>
Known respondent refusal	<input type="radio"/>
Household-level refusal	<input type="radio"/>
Business, government office, other organization	<input type="radio"/>
No eligible respondent	<input type="radio"/>
Accidental hang up or temporary phone problem	<input type="radio"/>
Definite Appointment - Respondent	<input type="radio"/>
Definite Appointment - Other	<input type="radio"/>
Unspecified Appointment - Respondent	<input type="radio"/>
Unspecified Appointment - Other	<input type="radio"/>
Household answering machine - Message left	<input type="radio"/>
Household answering machine - No message left	<input type="radio"/>
Respondent Dead	<input type="radio"/>
Physically or mentally unable/incompetent	<input type="radio"/>
Household level language problem	<input type="radio"/>
Respondent language problem	<input type="radio"/>
Answering machine - Not a household	<input type="radio"/>
Out of sample	<input type="radio"/>
<b>Hangup</b>	<input type="button"/>

# Placing a call: Example

You will now be back at the main screen – select “Call/Hangup” to see if there are any numbers left to call



Good afternoon, may I please speak to [redacted]?  
My name is Adam Zammit and I'm calling from Deakin University.

[Yes - Continue](#)

[Business number](#)

[Answering machine](#)

[End call with outcome: Accidental hang up](#)

[End call with outcome: Refusal by unknown person](#)

[End call with outcome: Refusal by respondent](#)

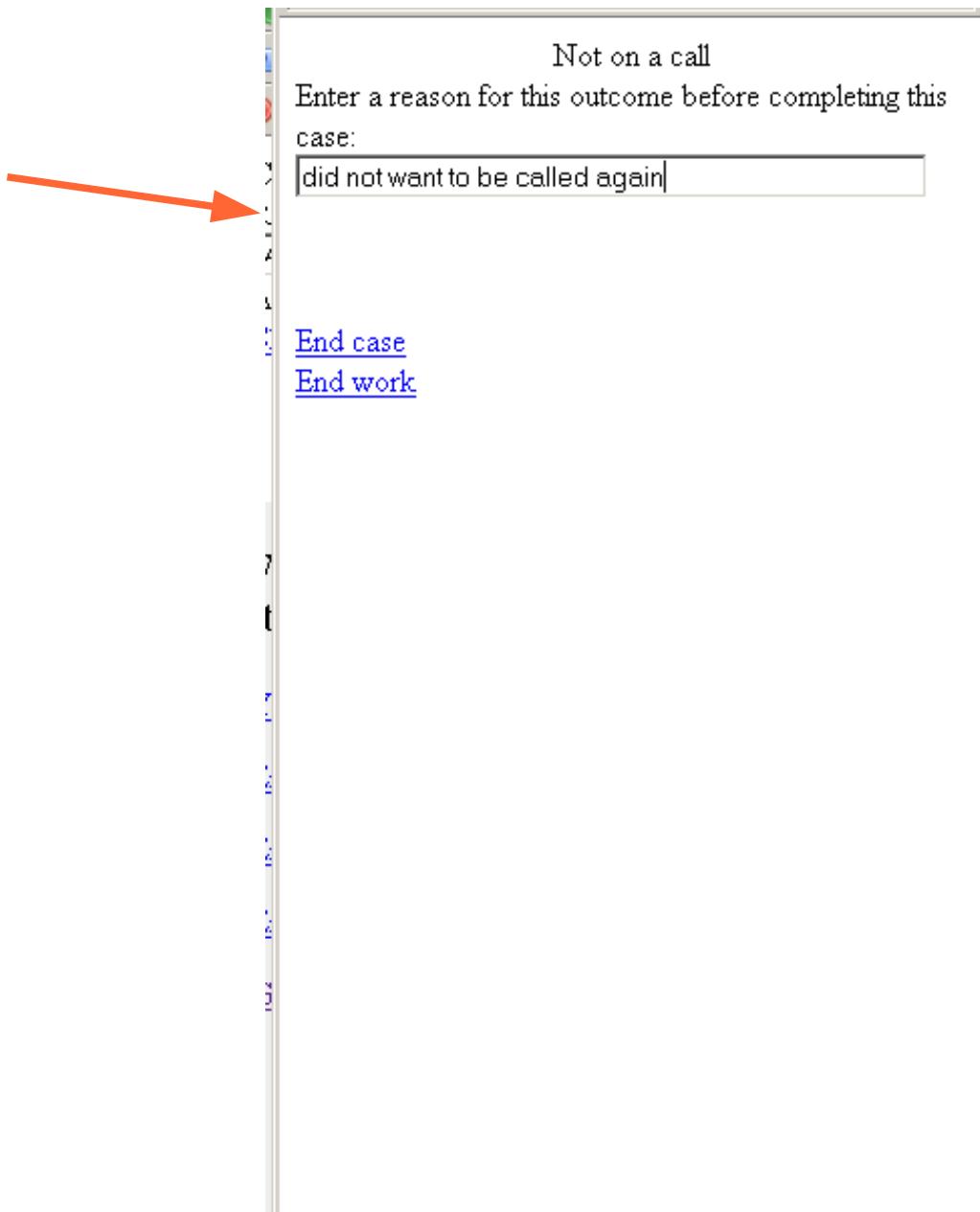
[End call with outcome: No eligible respondent \(person not available on this number\)](#)

[End call with outcome: Out of sample \(already completed in another mode\)](#)

# Placing a call: Example

As we had set the outcome to be a “Refusal” we will not call this case again.

Therefore this screen will appear. You will need to enter a reason for the refusal. Once this is done, select “End case” to move on to the next case, or “End work” if you need to finish work or take a break



Not on a call  
Enter a reason for this outcome before completing this case:  
 [X]

[End case](#)  
[End work](#)

# Schedule an appointment: Example

When on a call and an appointment needs to be scheduled. Click on the appointment button



Good afternoon, may I please speak to [REDACTED]?  
My name is Adam Zammit and I'm calling from Deakin University.

[Yes - Continue](#)

[Business number](#)

[Answering machine](#)

[End call with outcome: Accidental hang up](#)

[End call with outcome: Refusal by unknown person](#)

[End call with outcome: Refusal by respondent](#)

[End call with outcome: No eligible respondent \(person not available on this number\)](#)

[End call with outcome: Out of sample \(already completed in another mode\)](#)

# Schedule an appointment: Example

The appointment screen will appear. Select a respondent from the list of available respondents



# Schedule an appointment: Example

Now select a date by clicking on an available day of the month. You can use the arrow links to change months.

Select a respondent

July 2008

M	T	W	T	F	S	S
1	2	3	4	5	6	
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
<u>28</u>	29	30	31			

[<<](#) [>>](#)

# Schedule an appointment: Example

The shift times for this day will appear

Now select a start time for the appointment, then an end time

Select a respondent

July 2008

M T W T F S S

1 2 3 4 5 6

7 8 9 10 11 12 13

14 15 16 17 18 19 20

21 22 23 24 25 26 27

**28** 29 30 31

<<

Shift from: 9:00am till 8:30pm

Start Time ▾

Start Time ▲

- 3:45pm
- 3:50pm
- 3:55pm
- 4:00pm
- 4:05pm
- 4:10pm
- 4:15pm
- 4:20pm
- 4:25pm
- 4:30pm
- 4:35pm
- 4:40pm
- 4:45pm
- 4:50pm
- 4:55pm

# Schedule an appointment: Example

Now select a telephone number for this appointment, or select “Add new number” to add a new number to call the respondent on for this appointment

Select a respondent

July 2008

M T W T F S S

1 2 3 4 5 6

7 8 9 10 11 12 13

14 15 16 17 18 19 20

21 22 23 24 25 26 27

28 29 30 31

[<<](#)

[>>](#)

Shift from: 9:00am till 8:30pm

 3:45pm  4:50pm

Select phone number:

 5550 - Adam Zammit

None

5550 - Adam Zammit

5553 -

5551 -

5552 -

5554 -

5555 -

5556 -

5557 -

5558 -

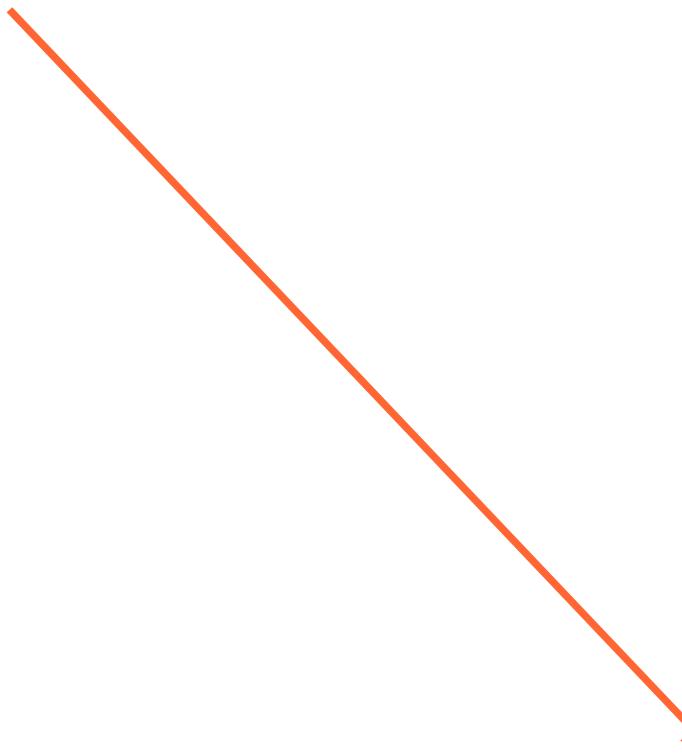
5559 -

5pm till 4:50pm on

# Schedule an appointment: Example

Once the appropriate time and number have been selected, press “Make appointment” to make the appointment in the system. You will be returned to the main screen

Select a respondent



[dropdown]

July 2008

M	T	W	T	F	S	S
1	2	3	4	5	6	
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
<b>28</b>	29	30	31			

[<<](#) [>>](#)

Shift from: 9:00am till 8:30pm

3:45pm  4:50pm

Select phone number:

5550 - Adam Zammit

Appointment:

Accept appointment from 3:45pm till 4:50pm on  
28/7/2008? on 5550

**Make appointment**