

An EyeContact Example III

Using a *call center* to approach panellists


1. Assumptions

- You are able to access *EyeContact* (see *Example I*)
- You have setup a project with not yet approached Panellists available (see *Example I*)
- Your project has a *Screener* questionnaire setup (see *Example II*)

Project details

Remark:

Call script: **My Screener**



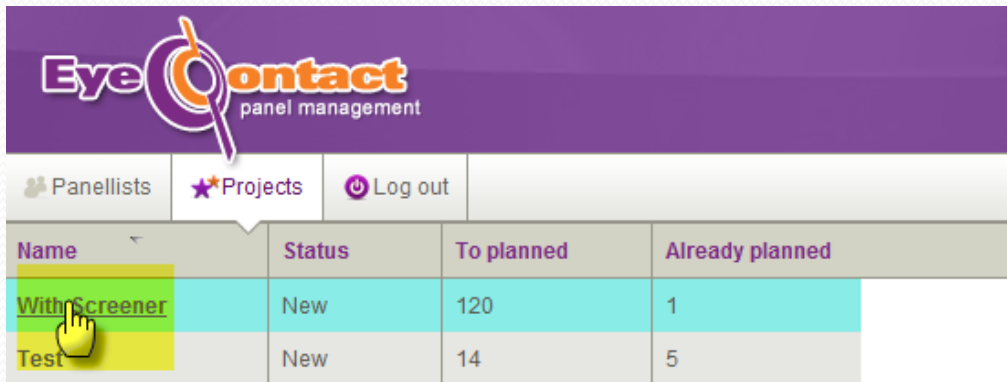
2. Login as *Recruiter*

- Login with a user that has the *Recruiter* role
- In this example:
 - Login “recruiter” and password “recruiter”



The screenshot shows the login interface for EyeContact panel management. The header is purple with the logo 'EyeContact panel management'. Below the header, the text 'Welcome to EyeContact' is displayed in orange. A prompt 'Please fill in your username and password' is followed by two input fields: 'Username' with the value 'recruiter' and 'Password' with masked characters. A 'Login' button is positioned below the password field. The footer contains the copyright notice '©Logic8 BV 2001-2010'.

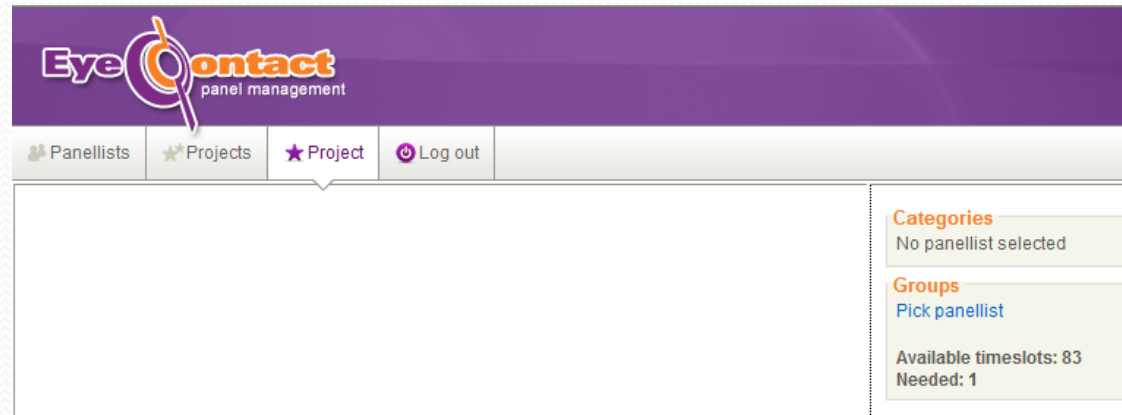
3. Open the project



Eye Contact panel management

👤 Panellists ★ Projects 🚪 Log out

Name	Status	To planned	Already planned
With Screener	New	120	1
Test	New	14	5



Eye Contact panel management

👤 Panellists ★ Projects ★ Project 🚪 Log out

Categories
No panellist selected

Groups
[Pick panellist](#)

Available timeslots: 83
Needed: 1

4. Pick a random panellist

Navigation: Panellists Projects **Project** Log out

Categories
No panellist selected

Groups
Pick panellist
Available timeslots: 83
Needed: 1



Navigation: Panellists Panellist Projects **Project** Log out

Panellist

Name	H Wieffer
City	UTRECHT
Email	test@test.com
In database since	Aug 4, 2010 2:16:55 PM
Remark	

Categories
H Wieffer
51

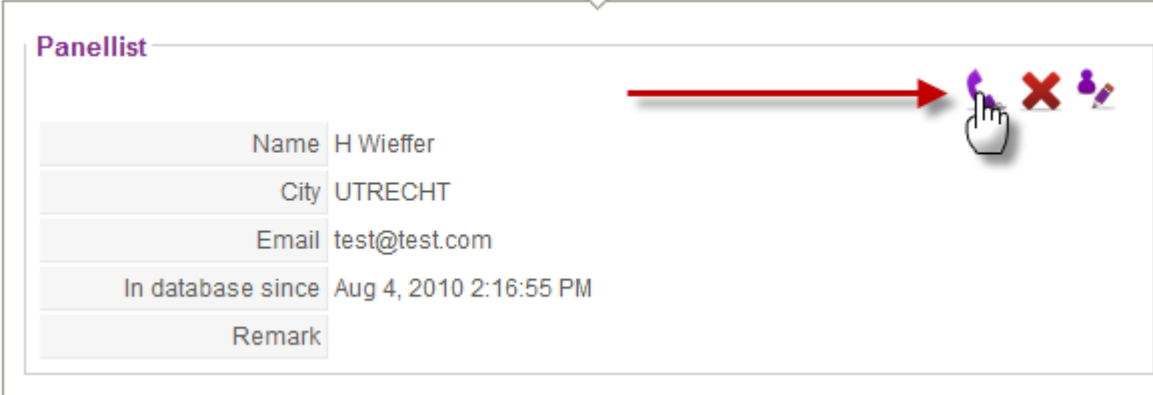
Panellist categories
Categories from filter

Pasta	True
Egg	False

Groups
Pick panellist
Available timeslots: 83
Needed: 1

5. Call the selected panellist

- Click the  icon to start a call with selected panellist

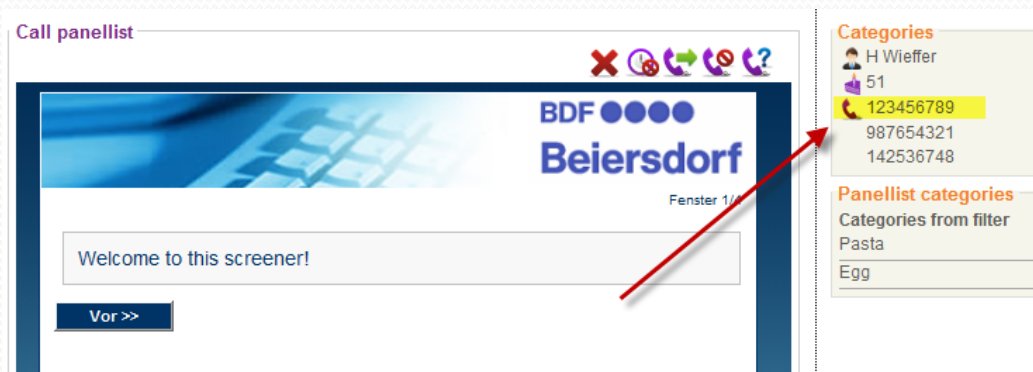


Panellist






Name	H Wieffer
City	UTRECHT
Email	test@test.com
In database since	Aug 4, 2010 2:16:55 PM
Remark	


A red arrow points from the right side of the table to a set of icons: a purple phone icon, a red 'X' icon, and a purple person icon.

- Phone number appears in right top corner



Call panellist

Icons:     

BDF 
Beiersdorf

Fenster 1/1

Welcome to this screener!

Vor >>

Categories

- H Wieffer
- 51
- 123456789**
- 987654321
- 142536748

Panellist categories


Categories from filter


- Pasta
- Egg

A red arrow points from the right side of the interface to the phone number 123456789 in the top right corner.

6. Run *Screener* during call

Call panellist







Beiersdorf

Fenster 1/4

Welcome to this screener!

Vor >>

Categories

 H Wieffer
 51
 123456789
987654321
142536748

Panellist categories

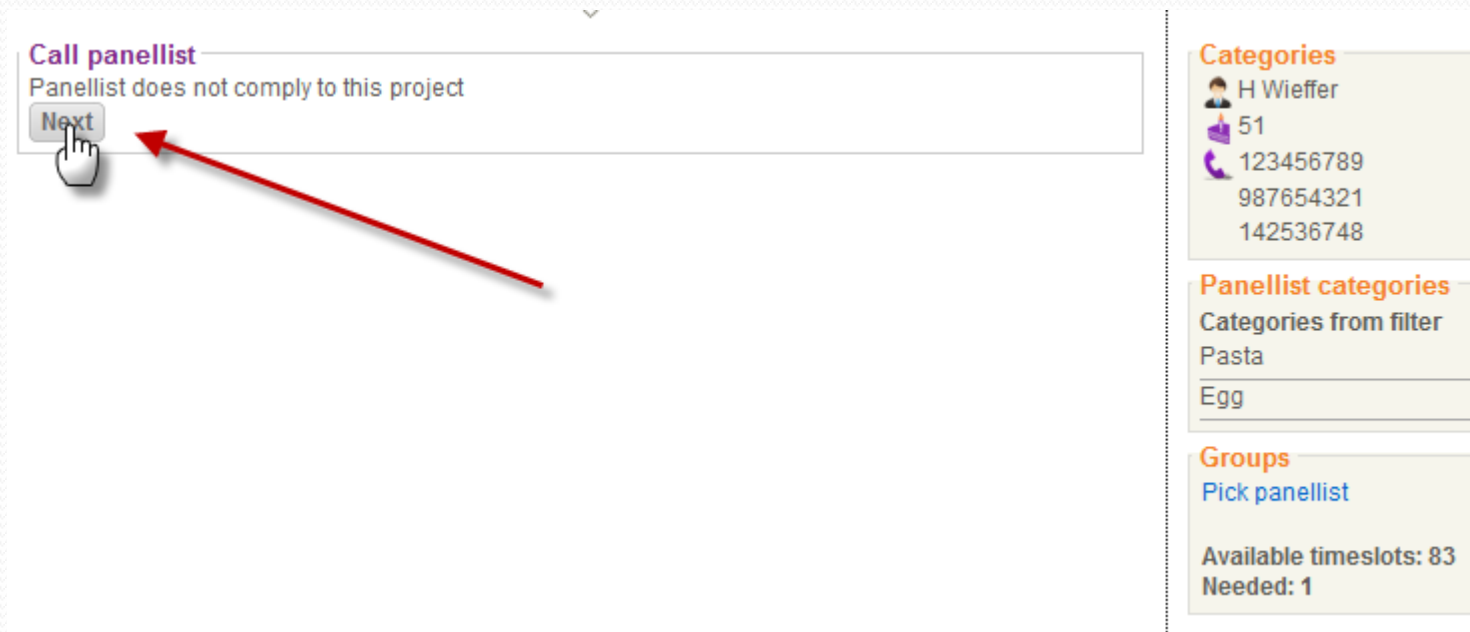
Categories from filter

Pasta

Egg

7. Panellist screened out

- When a panellist is *screened out*, you will be able to continue to the following random panellist



The screenshot displays a web interface with a 'Call panellist' dialog box on the left and a sidebar on the right. The dialog box contains the text 'Panellist does not comply to this project' and a 'Next' button. A red arrow points from the 'Next' button towards the sidebar. The sidebar is divided into three sections: 'Categories' with contact details for H Wieffer, 'Panellist categories' with filter options for Pasta and Egg, and 'Groups' with a 'Pick panellist' button and available/needed timeslots.

Call panellist
Panellist does not comply to this project
Next

Categories
H Wieffer
51
123456789
987654321
142536748

Panellist categories
Categories from filter
Pasta
Egg

Groups
Pick panellist
Available timeslots: 83
Needed: 1

8. Panellist fits requirements

- When a panellist completes the screener successfully, the available time slots will appear

The screenshot displays a web application interface with a navigation bar at the top containing links for 'Panellists', 'Panellist', 'Projects', 'Project', and 'Log out'. The main content area is divided into two sections. On the left, under the heading 'Call panellist', there is a date 'Monday, January 31, 2011' and a list of seven time slots, each with a calendar icon and a checkmark: '2:00 PM - 3:00 PM', '1:00 PM - 2:00 PM', '12:00 PM - 1:00 PM', '11:00 AM - 12:00 PM', '9:00 AM - 10:00 AM', '3:00 PM - 4:00 PM', and '4:00 PM - 5:00 PM'. To the right of the time slots are several icons: a red 'X', a blue circle with a slash, a green arrow, a purple circle with a slash, and a blue question mark. On the right side of the interface, there is a 'Categories' section with a user profile icon, the name 'O Smedinga', the number '52', and three phone numbers: '123456789', '987654321', and '142536748'. Below this is a 'Panellist categories' section with the heading 'Categories from filter' and two categories listed: 'Pasta' and 'Egg'.

- Schedule an appointment and continue with the following panellist

9. Other actions

- During the described process you have several other options to change the panellist's status:
 - ✘ The panellist does not fit the requirements
 - 🚫 The panellist is not available on the times scheduled for this project
 - 🏠 The panellist was not at home, call back later
 - 📞 Phone was busy, try again later
 - 📞 No answer, try again later

Congratulations!

- You recruited panellists by using a call center.

