Current Technologies Supporting Call Center Data Collection
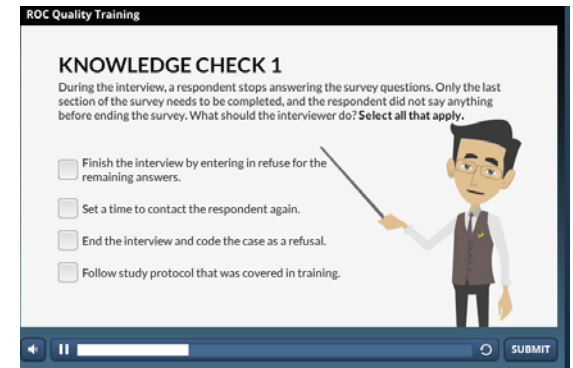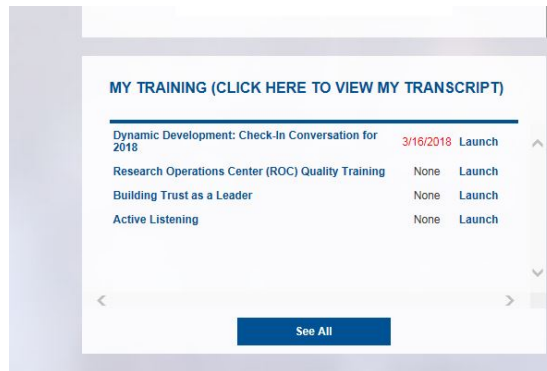
Kurt Johnson, Ph.D.

Senior Research Manager – Division for Research Services

RTI International is a registered trademark and a trade name of Research Triangle Institute.
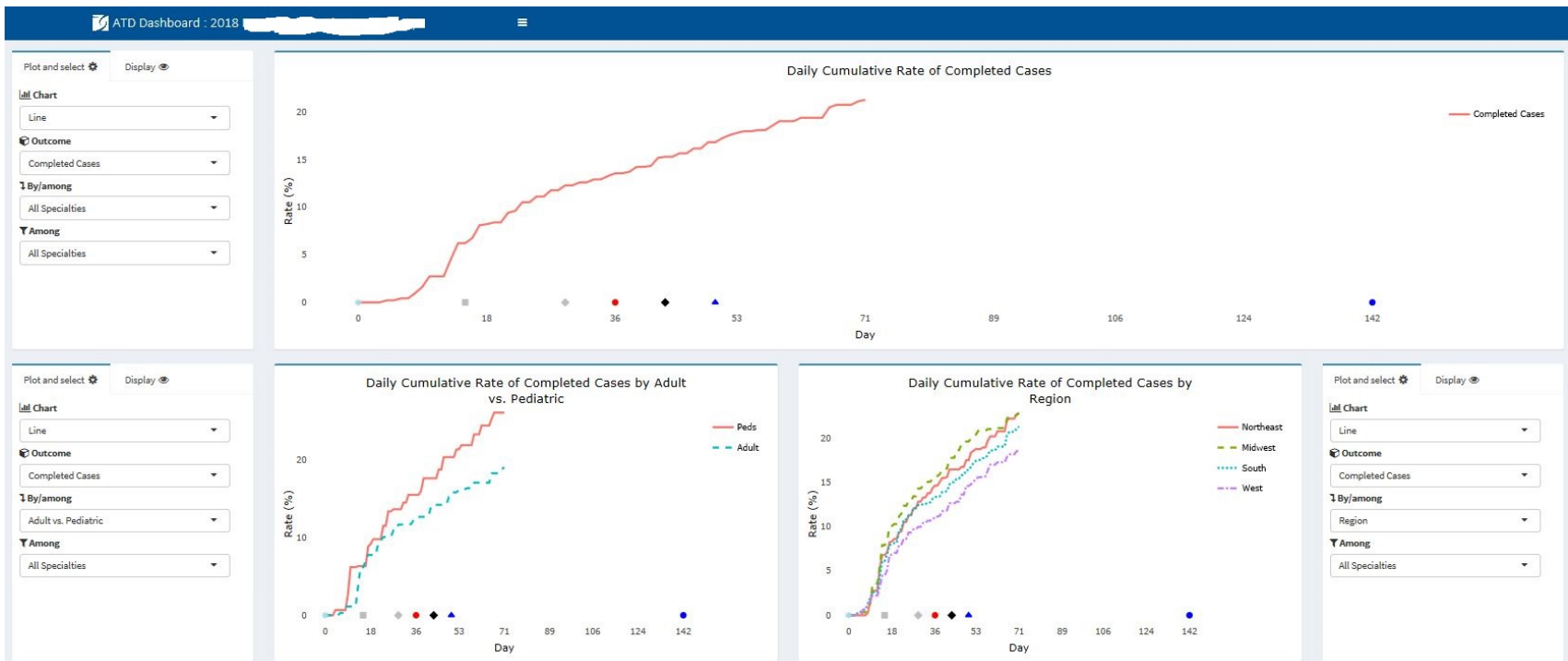
www.rti.org

- At RTI we have a number of tools and systems we are using to support our research operations center.

  - ❖ TCPA Compliant Dialing Systems
  - ❖ QUEST – Quality monitoring system
  - ❖ HERO system – Our IT ticketing system
  - ❖ E-Learning – Cloud based learning management system training and tracking system.
  - ❖ ATD – Adaptive Total Design Dashboard – Tracks productivity, quality, and financials for projects in "real time".

- E-Learning
- Using an off the shelf learning management system (LMS) we have developed several interactive modules to provide basic training on the fundamentals of surveys.
- Allows us to track training and skill accrual to better manage center staff.

RTI International

- Adaptive Total Design (ATD) Dashboard
- Interactive dashboard that provide "real time" data to track productivity, quality, and financial aspects of projects.

delivering **the promise of science** for global good

Kurt Johnson Ph.D.

kjohnson@rti.org

919.926.6515