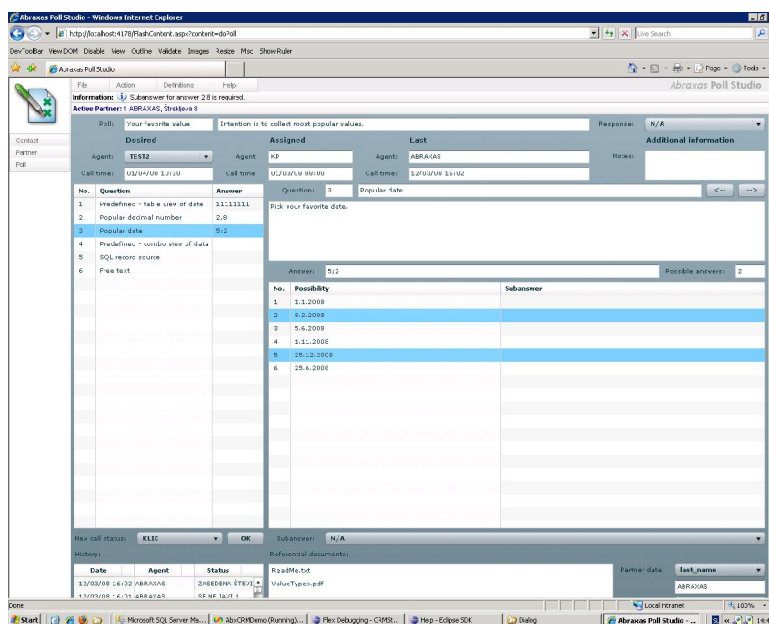


# Abraxas Dialog

## System for formulation of telephone questionnaires

Abraxas Dialog offers a professional helper to enable automatic formulation of questionnaires for your clients.

As the Abraxas Dialog enables automatic formulation of questionnaires you will have more time to spend with your clients whilst also being able to collect data about your client's satisfaction, suggestions and presentation of your product.



The specific questions and order in which they are asked can be pre-defined. If the operator decides to ask a questionnaire, the system

selects a client and leads operator through the questionnaire procedure. The agent asks the client questions, which are shown on the screen, and notes down the answers to the database.

You can complete a questionnaire with clients who call you in or clients selected by you.

Computer-Assisted Telephone Interviewing

Computer-Assisted Telephone Interviewing System has a number of advantages:

- The course of questionnaire runs as it is defined by administrator and is controlled by the computer.

- The answers are always in a right format and no data is lost.

- The answers are being entered in computer by administrator and are ready for processing immediately after the completion of the questionnaire.

- The system controls administration functions, which are connected to the formulation of the questionnaires: monitoring

## More Information

For more information about Abraxas Dialog, please contact us on phone number +386 1 426 60 03, or visit our web side [www.abraxas.si](http://www.abraxas.si). Please see more information about Abraxas IT solutions on our web page [www.abraxas.si](http://www.abraxas.si).

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estimates, which are available for questionnaires, preparation of reports about efficiency of formulation of questionnaires, monitoring the efficiency of people who are asking the questionnaire.

- The system notes down all information about asking the questionnaire so the person who is asking it has more time for statistical investigation.

#### Higher data quality

The system controls all data entered and therefore ensures information is correct and does not go missing.

#### Quick results

Data is available immediately after the questionnaire has been completed.

#### Better efficiency

The questionnaire is compiled by the computer therefore meaning no extra work for employees! Operators are asking the questionnaire and supervisors are checking the reports, results and

have control over the system.

#### Higher flexibility

You can change questionnaires at any time you wish because they are electronic so not on paper. A questionnaire can be added to or changed during the formation.

#### Properties (functions):

Forming and executing of electronic questionnaire. With an efficient program attention can be paid to the type and look of questions and questionnaire (bold font, italic font, word highlighting, different font size...). Possibility of defining questions and answers with pre-determined selection (yes/no answers, answers with dates, answers with numbers).

Forming and executing of electronic questionnaire. Type of questions can be defined in different ways. Questions can be simple or complex, which may result in different questions being asked depending on previous answer.

Defining people who are asking questionnaire. The questionnaire can be defined to be used by one or more agents depending on type of questionnaire and client.

Incoming and outgoing inquiry. The completion of the questionnaire can be undertaken from incoming callers and also using your own client lists.

You can define the duration of the questionnaires. This option is important in time limited campaigns, voting questionnaires etc.

Review over quotes, estimations and questionnaire. A specific quota for every questionnaire based time spent to answer can be defined and the current situation with the specified quota observed on screen.

Analysis of costs. Costs of questionnaire and agent.

Automatic calling. Application Abraxas Dialog is able to automatically call clients from the base. Efficiency is higher because operator does not need to wait until that call is answered.

Control and estimation of operators.

Defined answer. Some questions can be pre-answered and the operator then can confirm or change any answers during the questionnaire discussion.

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Quality of answering. Program includes a control procedure for the checking of logic of the answers. If the answers are not logical or two of the answers conflict, the program will warn the operator.

Automatic distribution of people questioned. For easier distribution the system will automatically sort the people who have answered the questionnaire. A defined rule makes it possible to sort people by their answers.

Call duration can be defined for each client. You can satisfy your client's wishes and call them when they request is convenient to do so. Abraxas Dialog is set to a defined time and automatically calls the client, runs the questionnaire and displays it to operator on their screen.

Defined priorities for each client. Some clients have benefits by completing the questionnaire. With this option it is assured, that the questionnaire is performed on time.

Possibility of duplicates. It is not necessary to start each questionnaire from the beginning, because the program allows you to correct the completed one.

Random answer review. This option helps to avoid operator's inattention if they are repeatedly asking the same questions.

Advanced functions for answer review. With help of program the client's answer can be seen from an already completed questionnaire.

Chart review of individual answers and answer trends.

Automatic completion of questionnaire by the same client.

With this function it is possible that a large number of questionnaire's are completed.

Questionnaire can contain sound records. Abraxas Dialogue can form an automatic questionnaire – which calls the client and presents recorded questions and notes the answers.

Making Interactive voice response (IVR).

Abraxas Dialog runs as application client/server or as web application.

It is compatible with data bases as are MS SQL, Oracle, PostgreSQL...

## About Abraxas

Company Abraxas d.o.o. was established in 1990 with the intention of making high quality IT solutions for companies.

Our IT solutions are used in 25 European states. Our long-term competitive position is being held with quality solutions, competitive prices and with our customer's confidence.

In addition to IT solutions like Abraxas Tourism, CRM, Rating, IP telephone system and other (please see more details on our web page [www.abraxas.si](http://www.abraxas.si)) we also make information turn – key solutions.

