

CATI Management: Behind the Scenes

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Blaise CATI out of the box has a series of features designed to maximize calling efficiencies. However, the efficiency comes at a trade off with maximizing response rates. When using the call scheduler to satisfy a more balanced mix between efficiencies and response rates we must run a series of custom processes in order to get the desired effect that optimizes the autodelivery of sample for both dimensions. In this paper I will describe techniques we use programmatically using Blaise manipula scripts in conjunction with Windows task Manager to maximize our sample delivery throughput.

Abstract