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The most flexible data collection system on the planet

Dub InterViewer is a multi-mode data collection system which gives market researchers and marketing professionals more choice and independence. Nebu uses technology which does not discriminate between WAPI, CAPI and CATI, as it uses one script for all three modes. This system benefits from a dynamic questionnaire design for CATI and WAPI, as well as extensive multilingual capabilities.

Dub InterViewer includes an easy-to-use GUI scripting tool, that dynamically presents response options to match the type of question being asked; a full sample and quota tool to manage fieldwork; full backup, archiving and version control; a unique file format for exchanging projects between Nebu users; and many other features expected of a world class data collection package.

A summary of Dub InterViewer benefits:

- Collect survey responses anywhere
- Quick and easy questionnaire design for CATI, CAPI and WAPI
- All question types and languages supported
- Unique in-built library of Flash questions
- Based on industry-leading technologies

Scripting

Dub InterViewer uses a GUI interface for intuitive programming, giving a visual presentation to the user of the flow of the survey. The graphics and layout are designed to enable the user to quickly navigate to questions, view the structure of the survey, follow routing conditions and script in a rapid fashion. A library of questions (which can be organized within folders, and access rights controlled) quickly enables users to drag questions into their scripts, thus reducing the time taken to format a script to a particular house style for the opening and closing parts of a survey.

Rich set of question types

Dub InterViewer comes with many types of questions available as templates:

- Multi- and single punch
- Sliders
- X-Scale
- Numeric,
- Database look-ups
- Auto emailing

All the templates are designed to enable the user to quickly select the appropriate question type. Upon scripting a question, the options available to that question are automatically generated. For example, if the user selects a numeric type question, the GUI presents relevant options: the minimum and maximum totals for the questions; whether to display the total of the numbers being entered; to check the sum of entries, so that they add to 100%; to specify the numbers that can be input, in ranking questions where the numbers must be unique. This avoids unnecessary data input errors, and increases the validity of the data collected. It also reduces the number of 'checking' scripts that have to be written when using other scripting tools.

Mixed/multi mode interviewing

Dub InterViewer is a true mixed/multi mode interviewing system. Interviewing is carried out using one script, programmed for all modes. Skip logic, text display, choice list inclusion, and interviewer instructions can all be flagged to only be shown in the given mode. Dub InterViewer also includes the ability to switch modes at any point in the survey: emails can be automatically issued to respondents, with them continuing the survey online; at the point they left the phone interview.

Project management

Manage your projects from anywhere with Nebu's ManageFrames. ManageFrames is a browser based project management system that lets you:

- View progress on your project and alter your quota targets
- Check the number of emails sent, and send additional email invites
- Alter the call management of a project, including the number of re-tries and the pause between call attempts
- View a large amount of data relating to call disposition, and see call results in real time
- Code project verbatim, even when field is running
- Monitor CATI interviewing staff and send them messages
- Check the productivity of interviewing staff, and compare them to other interviewers and across projects.

Global interviewing

Dub InterViewer enables interviewers to work in any location, at any time. Dub Remote is a full CAPI management system that controls remote tablets from the central server; permitting new questionnaires, update versions, sample files and multimedia to be updated to all or one machine; control of quotas for individual CAPI interviewers, even when mixing modes with CATI and WAPI.

Sizable and flexible

CATI interviewers can work from any location, they just need a browser: expansion of seats is easy, with the same control and results of the interviewer being accessible regardless of their location. Sub-contracting interviewing to a fieldwork agency does not mean a lot of extra work re-coding and re-formatting data at the end of field: the agency works directly to your Dub InterViewer account writing data back to the database, in the format you require.

Panel interface

Dub InterViewer is also used to drive recruitment and panel maintenance scripts for Dub Knowledge, Nebu's panel software that has been called 'The Best Panel Management System on the Planet'. Questions to which the answer is already known, can automatically be skipped, or shown pre-filled to the respondent. New information is directly inserted into Dub Knowledge, to ease the enrichment of the data of the panel.