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# Guidelines on Use of Electronic Data Collection in Censuses:

## *Call Center*

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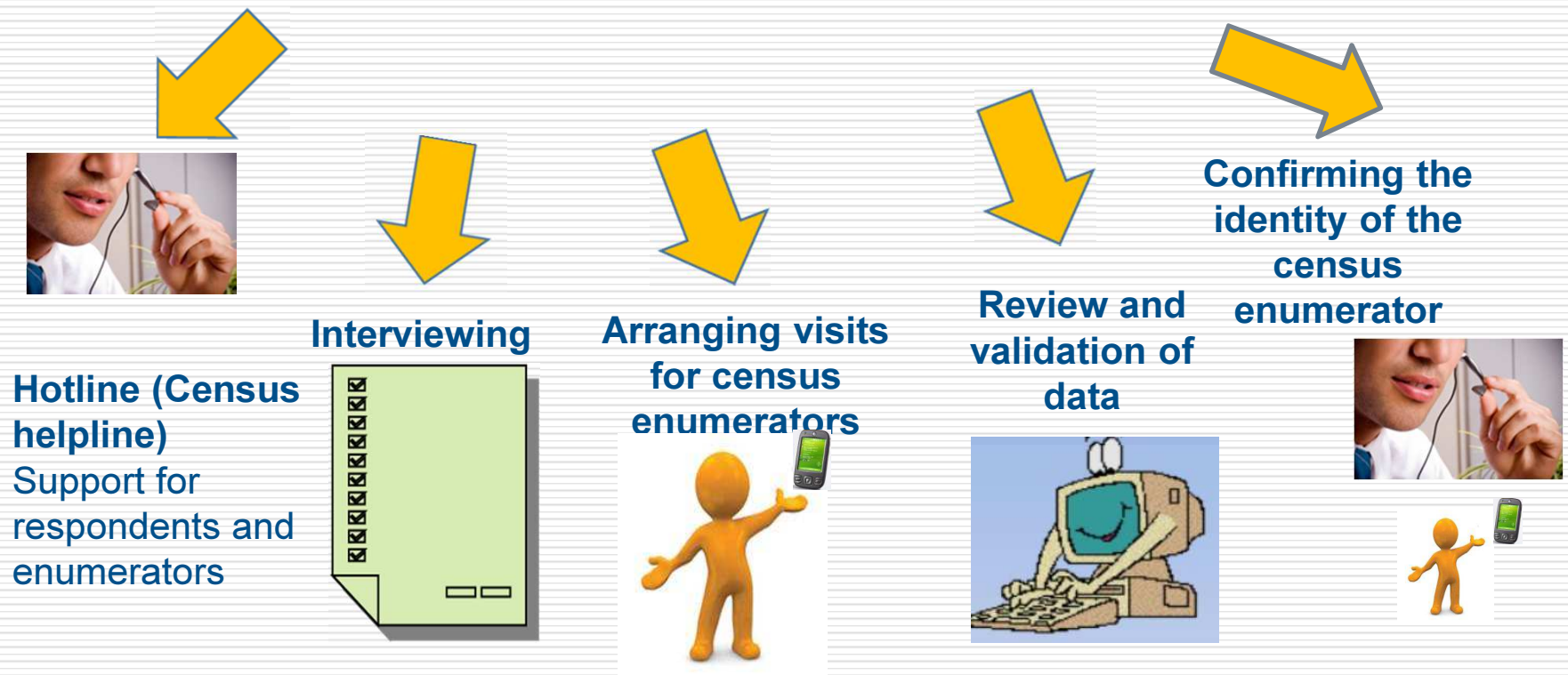
## Call Center

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- ❑ In recent years, for supporting to field enumeration “Call center” or “Census Helpline” is established as apart field operation during the enumeration
  
  - ❑ It is necessary to establish such center in case of:
    - Adoption of either hand-held devices and/or Internet for collecting data
    - Use of multi-mode data collection approach
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# Main Functions of Call Center





## Main Functions of Call Center

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### Support for respondents

- It is essential to provide assistance via call centres/toll-free telephone helpline to respondents

### For the use of the Internet

- ✓ Provide a support for completing census questionnaire
  - ✓ Provide technical support to access online questionnaire
  - ✓ Provide information about census methodology and operation
  - ✓ Provide information about the field staff , especially for identification of enumerators and supervisors who have direct contact with households
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## Main Functions of Call Center

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- ❑ **Support for respondents,**
    - Necessary to provide a support for login process
      - ✓ obtain a new Internet access code because they either did not receive, or have lost, their questionnaire or letter with the original access code
      - ✓ if respondents are not able to provide a number that uniquely identifies the household; helpline operators must be able to link the household based on its address or location using some kind of address search tool
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## Main Functions of Call Center

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### Technical support to field staff

- provide logistical support for field staff in the local and regional offices;
  - help enumerators and supervisors in the field for organizing the field work
  - provide IT technical support for field staff in the local and regional offices
  - provide clarification on those methodological issues (such as definitions and response categories) and the duties of field staff
  - resolve IT problems remotely by direct dialogue with handheld devices
    - IT technicians may be able to resolve problems by connecting to the devices remotely while speaking to the enumerators
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## Main Functions of Call Center

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### Quality control and Validation

- Call center can also be used for reviewing and verification of data by conducting households in order to fix data problems made by enumerators, such as for:
    - ✓ Incomplete questionnaires
    - ✓ Missing values
    - ✓ Inconsistency in data
    - ✓ Double counting
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## Management of Call Center

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- ❑ The call center should be integrated with specialized software applications that are related to the enumeration – Call Center System
  - ❑ The call centre staff should have access to the census information as needs demand, such as information on:
    - the field staff
    - enumeration status of housing units
    - actual responses submitted by the field staff for quality control purpose
  - ❑ This center should manage and record both incoming and outgoing calls with the ability to retrieve these calls as circumstances require.
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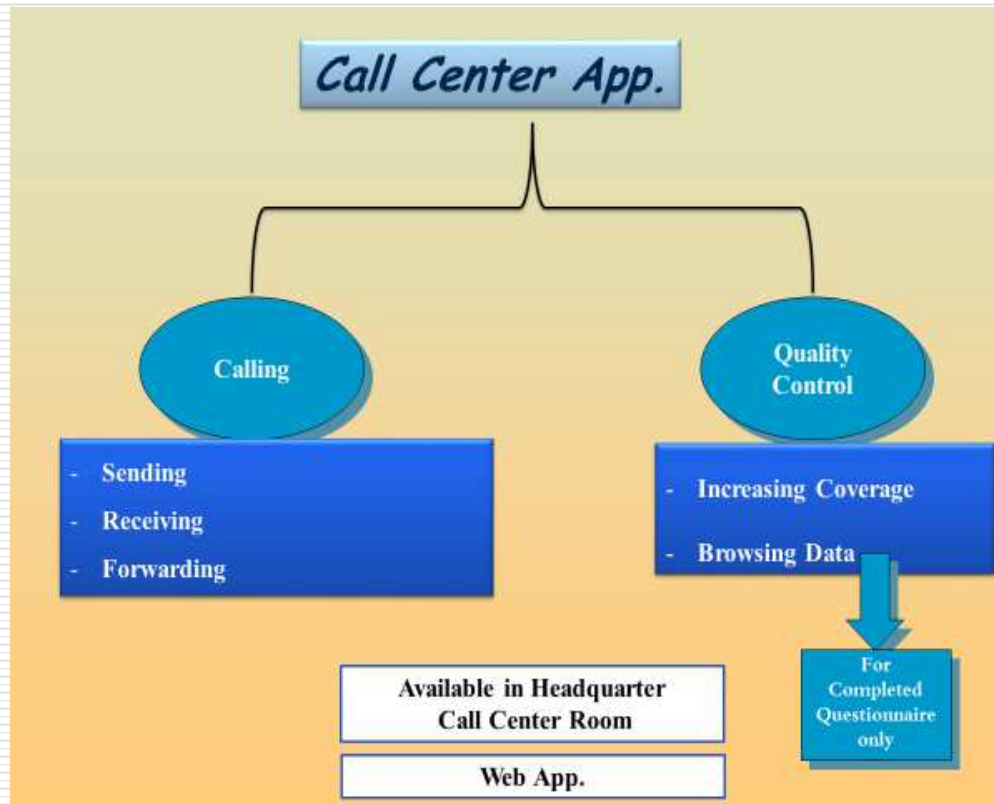
## Management of Call Center

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- ❑ Census helpline operators should be provided with a 'Quick Reference' sheet that contains the most frequently asked questions, along with various contact numbers
  - ❑ A 'knowledge-base' electronic system can also be developed to provide an easy way for the operators to find more specific answers and instructions
  - ❑ Operators should be trained to help respondents either self-completing the online questionnaire, or could complete a census questionnaire with the respondent over the phone
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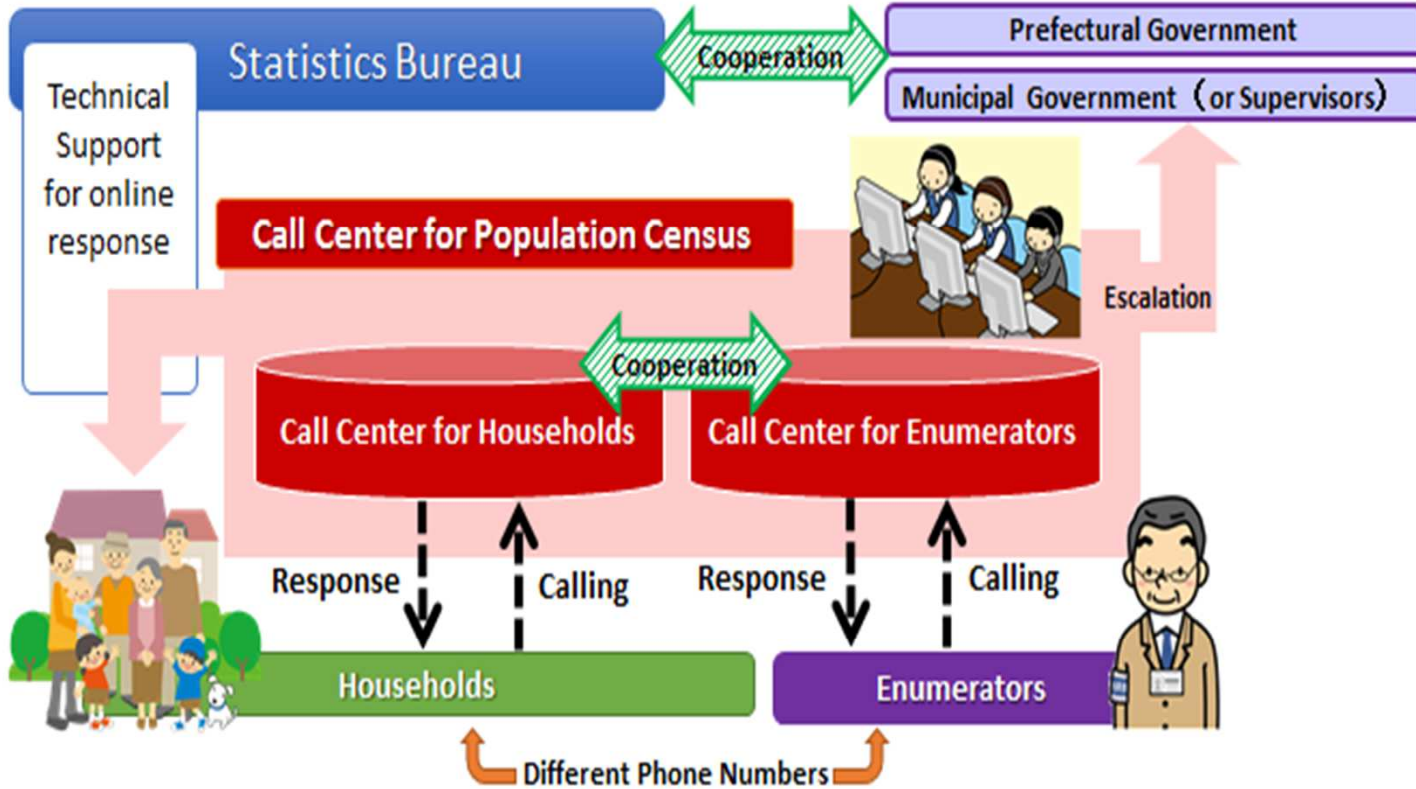
# 2015 Census of Jordan





### Box E.5. Call Center Scheme for Japan's 2015 Population Census

United Nations Statistics Division

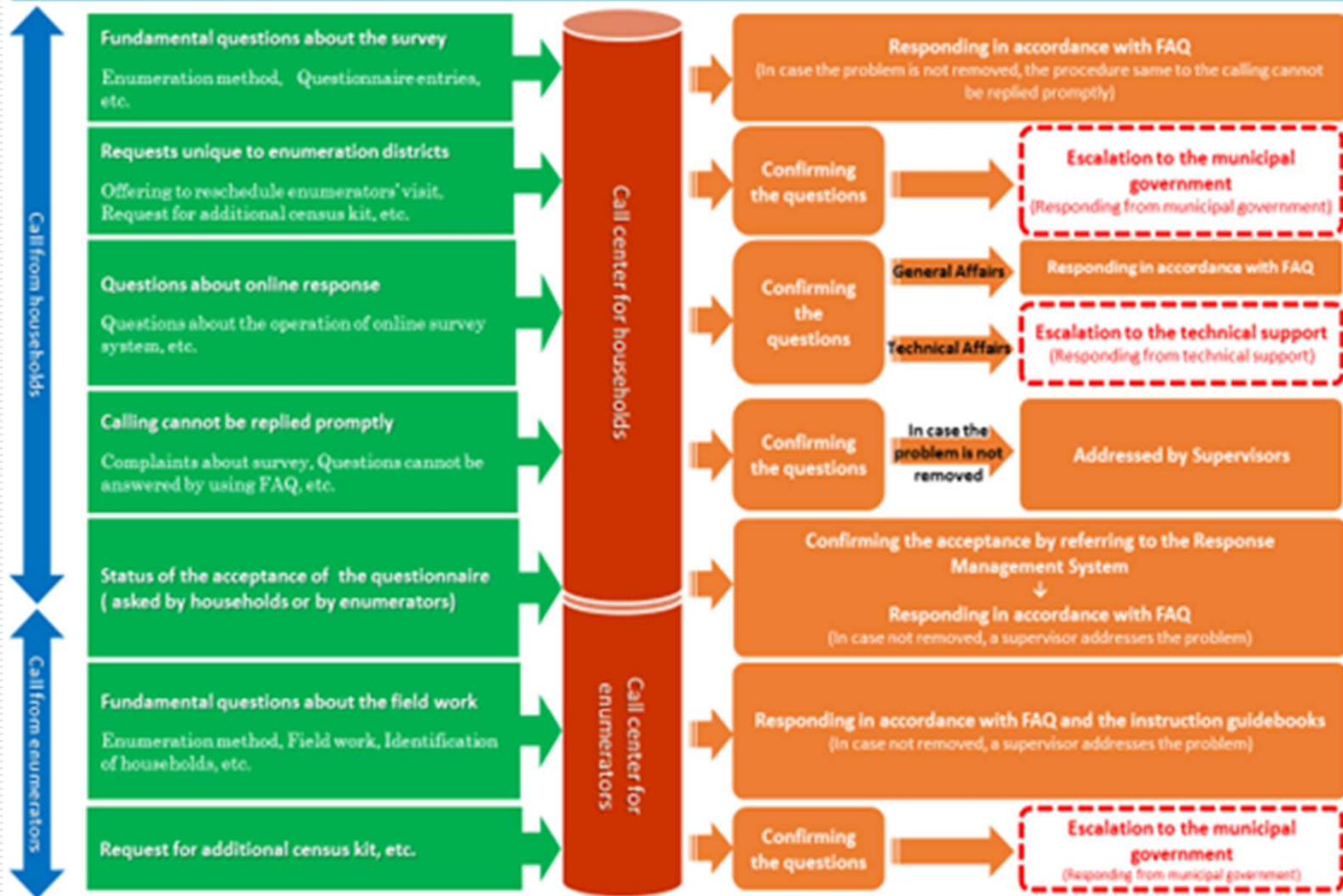




## Box E.6. Flow Chart of the Call Center for Japan's 2015 Population Census

s Division

### The Flow Chart of the Call Center for 2015 Population Census (Outline)





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THANK YOU...

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