

Verboice and Pollit

Tools for automated remote surveys

Content:

Verboice: getting started

- What is Verboice?
- Requirements
- Creating an account
- Creating a call flow
- Using Verboice with Skype
- Using Verboice with Callcentric and X-lite
- Using a local installation of Verboice
- Recording high quality files for IVR

Pollit: getting started

- What is Pollit?
- Requirements
- Creating an account
- Pollit main components
- Creating a survey

Verboice: getting started

What is Verboice?

Verboice is a **free** and **open source** tool to create and run projects that interact via voice, allowing users to record voice messages in the desired language and dialect and to respondents to answer questions with the keypad of a phone.



Requirements

Verboice is easily accessible with an **internet connection** and demo versions require only a computer connected to internet and a Skype or a Callcentric account. To use Verboice with local SIM cards, a specific modem with SIM cards installed is needed.

Create an account

Online tutorial: <https://www.youtube.com/watch?v=h0anFY-zvG8>

Create a call flow

Online tutorial: <https://www.youtube.com/watch?v=HEpSAyIOPCA>

Online tutorial: <https://www.youtube.com/watch?v=rb7izDxwjaU>

Call flow's most important steps



Play

This step allows to insert a simple vocal message. For instance, you can use this step to insert an introduction at the beginning of the call or a thank you message at the end.



Call back

This step allows to call back people who called the phone number in the application. mVAM uses this step in its 2-way communication system: people contact the phone number provided, the application then stops the call and calls back proceeding with the call flow. This makes the call free for the caller without the need for a short code.



Menu

This step allows to create a menu of choices within the call flow. The flow will be branched into different steps which will afterwards converge again into the same flow.



Input

This step allows to ask quantitative questions. It is also possible to set a rule to "accept" only valid questions. There is the possibility to upload also a message to be played if the respondent enters an invalid answer. If no answer is given, there is the possibility to repeat the questions as many times as necessary.



Branches

This step allows to create different branches in your call flow. At this point of the call flow, the respondent will be directed towards one of the branches depending on answers/inputs given previously in the same call flow.



Link

This step allows to redirect the respondent to a previous step of the call flow and repeat the call flow from that point, without having to reinsert the same passages more than once.



Hang Up

This step ends the call.

If when uploading files in Verboice you encounter problems:

1. Your files might be too heavy/big. If this is the case:
 - Try to reduce the weight of your files (Lower WAV Audio Bitrates). However, this might cause loss of quality.
 - Where possible, divide your heavy audio file into two or more parts and upload them separately on different steps of the call flow

Using Verboice with Skype

Online tutorial: <https://www.youtube.com/watch?v=lnmpyo7yfs>

Incoming calls— If you want to test **incoming calls** using Skype, in ‘Channel Settings’ select from the drop-down menu the call flow you want people to be directed to. Then just dial the SIP number you entered in Verboice as ‘Username’ and as ‘Number’ in your Skype and start the call. If you want to allow incoming call also from mobile phones, then you need to buy a Skype number from your Skype Manager account and insert it as ‘Number’ in the Channel Settings.

If the Skype channel does not work:

1. Check your Skype manager account. It might be that you don’t have enough credit to make the call. You can check and add money from the profile settings of the Skype Connect channel you want to use.
2. If in Verboice, near the name of the channel there is a red triangle and a message such as “Host sip.skype.com, status: Auth. Sent” try to reset the password in Skype manager and reinsert it in the Verboice Skype Channel settings.
3. Check you are inserting the phone number you want to call in the right way: do not enter the + sign before the country code; enter 00 instead or start the number directly with the country code (i.e. for Italy start with 39...).

Using Verboice with Callcentric and X-lite

Online tutorial: <https://www.youtube.com/watch?v=CkJsub2YnWo>

Using a local installation of Verboice

Network and modem set-up:

<https://docs.google.com/document/d/18gEn6DG7A6dyj4LZ72o0rKVs3wUvzJtrvccbTA5c4Hg/edit?pli=1>

Incoming calls— To receive incoming calls, the Voiceblue mode (Gateway configuration, General settings accessible from the GSM IP address) has to be set to ‘Accept incoming calls + dialtone’. In ‘Channel Settings’, select from the drop-down menu the call flow you want people to be directed to when calling the machine.

If you want to make it free for people to call you, you can configure **Callback**. This means that the machine will reject incoming calls, and call back the number. To configure a callback, first insert the callback icon in Verboice, and then follow the steps in the guide: <https://wiki.2n.cz/pages/viewpage.action?pageId=26578558>.

If outgoing calls do not go through:

1. Check credit on SIM cards
2. Check that the limit in Verboice channel settings is equal to the number of SIM cards you are using in the machine
3. Check if the Voiceblue machine is connected rightly:
 - when you placed the SIM cards, the green lights were blinking
 - now the lights of the SIM cards are switched off or yellow
 - check that the lights on top on the LAN cable are blinking

If incoming calls do not go through:

1. Do all steps above.
2. If you use callback, then callbacks might be failing. An extra international prefix defined in the call back step might cause Verboice to fail. You can define a replace rule in Voiceblue to convert the prefix when sending the caller ID to Verboice.

Recording high quality files for IVR



All voice files uploaded in Verboice need to be in wave format (WAV).
mVAM records voice files using a Tascam Linear PCM recorded DR-05.

REC settings used:

Format: WAV 16bit

Sample: 44.1k

Type: Stereo

Size: 2G

Mic power: OFF

Rec level: the rec level should be between 50 and 70. If the files are recorded with a too low/high volume, it is possible to increase their volume using programs such as [Audacity](#).

It is suggested to record files in a very quiet place, in order to avoid any background noise in the recording.

Keep in mind that when files are uploaded in Verboice and played on mobile phones, there is always a loss in quality.

If you are using a different type of recorder, and files are in a different format than wave, make sure files are not recorded as MP3s. MP3s are a compressed file format, which reduces the quality of the recordings.

Recordings other than wave can be converted to wave using Audacity (free and retains good quality), other [audio converters](#) or online programs such as [media.io](#).

Pollit: getting started

What is Pollit?

Pollit is a **free, open-source** tool for conducting surveys using text messages. Step-by-step, Pollit guides participants through surveys and collects real-time results.



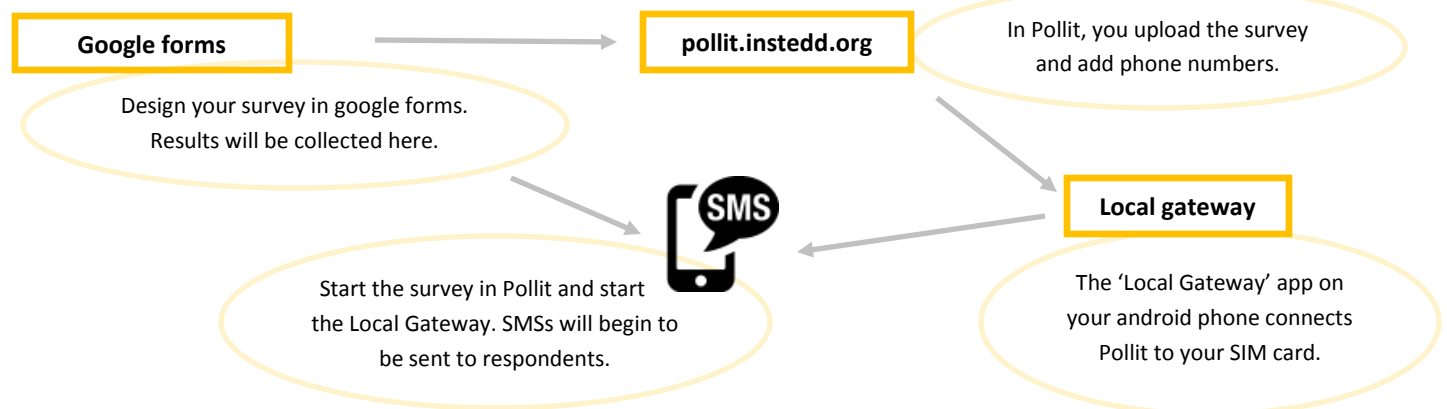
Requirements

Pollit is easily accessible with an internet connection and requires only a computer and a smartphone (better if Android) with a specific “Gateway” app installed to function.

Create an account

Go to <http://pollit.instedd.org/> and click on the ‘Create an account’ banner. Enter your email and create a password. You will receive an email with the confirmation link. Click on ‘confirm my account’.

Pollit main components



Create a survey

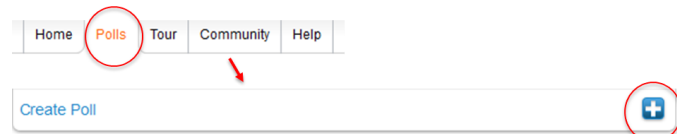
1. Create a questionnaire in **Google Forms**. You can access Google Forms from your [google drive](#) or directly from [this address](#).

(To access Google Forms, a **Google account** is needed – if you don’t have one, you can create one [here](#).)

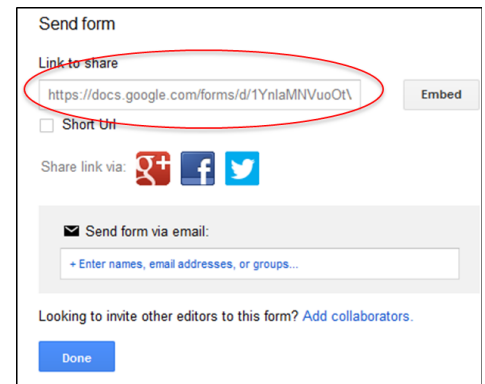
If it is the first time you are using Google forms, [click here](#) for a demo.

When you create the survey on Google forms:

- Do not insert opt-in and closure messages. You will insert them directly in Pollit.
 - Only use the format ‘text’ to insert the questions (don’t use multiple choice etc—Pollit do not support those formats).
 - The maximum length of questions and answers must be 140 characters.
 - Advanced settings in Google forms are not yet supported by Pollit.
2. Once you have created your questionnaire on Google forms, go back to Pollit and click on ‘Polls’ on the top of Pollit main page. Then click on ‘create poll’ banner.



3. Import your questionnaire from Google forms to Pollit by pasting your form's **public link** to Pollit. You can generate this link by clicking on 'Send form' at the bottom of your questionnaire's page.
4. If you want survey replies to be linked to the **phone numbers** of respondents:
 - * Add a text field at the beginning of your questionnaire in the google form. Write 'phone number' as text.
 - * After importing the form in Pollit, check the checkbox "Stores sender phone number" near the phone number field.
5. Create an **opt-in/welcome message** and a closure message for your survey in Pollit.



N.B. respondents must reply with a confirmation word to receive the first question of the survey to be able to participate in the survey – the confirmation word must be clear in the opt-in message.

6. Click on 'Next' and select 'Android mobile phone' as your type of mobile phone.
7. From Google play, download on your android phone the InSTEDD application '**Local Gateway**'.
8. Open the 'Local Gateway' and insert the phone number you are using for the survey and the country you are working in. Then press 'Next'. The Local Gateway will generate for you a code.



N.B. For uploading, phone numbers must be saved in a .CVS file, in a single column. Phone numbers have to be entered with the country code, but without the '+' sign.

9. Enter the code in Pollit. At this point you successfully created a bridge between your phone, which will be sending SMS in an orderly way, and the application, which will collect and organize responses.
10. Upload (or manually enter in Pollit) the phone numbers of the survey recipients then click on 'Next'.
11. To start the survey, click on the start bottom in Pollit. Pollit will send a text message invitation to each number on your list and wait for an answer before sending another. You can follow this process on your phone, on the Local Gateway.
12. The results will be collected in a spread sheet in Google drive. It will be automatically created and you will just need to download it.

Troubleshooting

If the survey does not work:

1. Check if you entered phone numbers correctly: phone numbers must be entered without the '+' sign at the beginning
2. Check if the confirmation word you asked to reply is the same in the Welcome message and in the Confirmation word box—they need to match
3. Check whether your Android phone is connected to the internet

If the survey stops:

1. Refresh the gateway
2. Restart the Gateway and change the channel in Pollit