



# Dooblo Survey Scripting Services Overview

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## 1 Overview

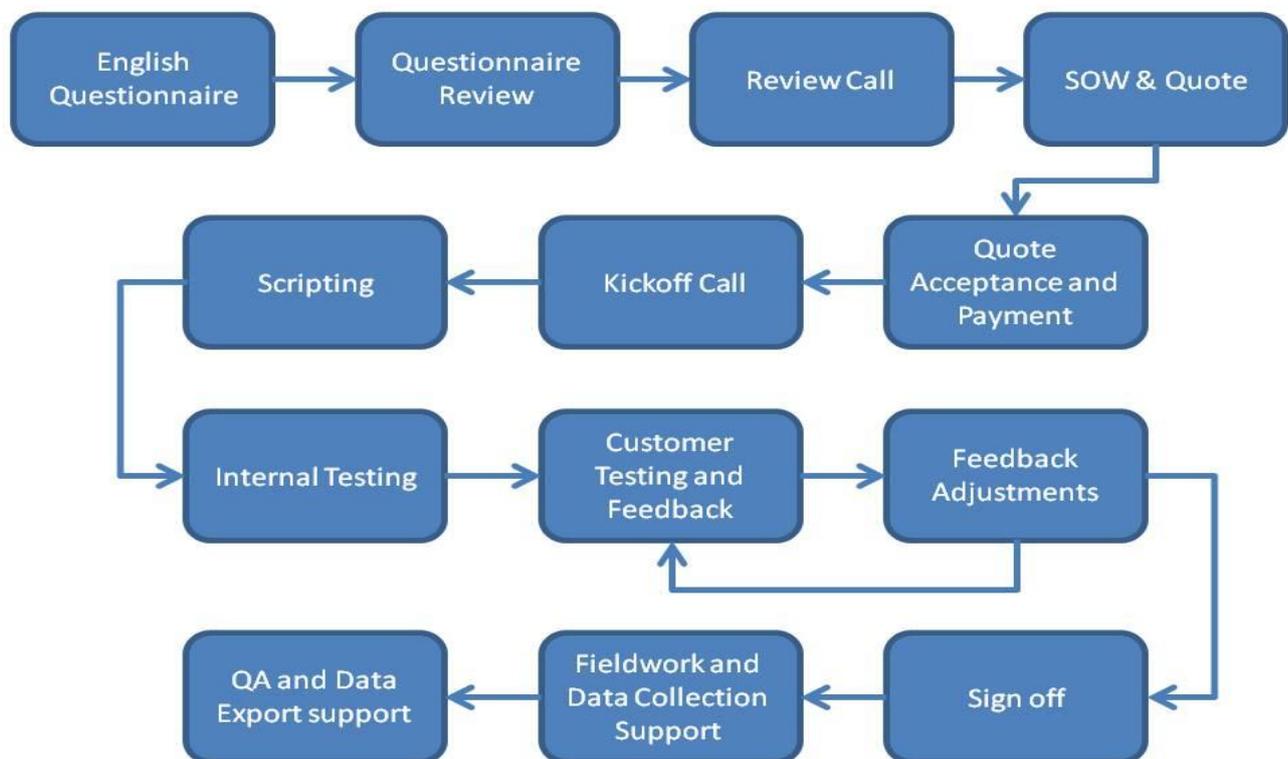
Dooblo provides survey scripting services as a value added service. The scripting projects we deliver have a well defined structure and are based on process and practices and are implemented by experienced SurveyToGo scripting engineers.

Our scripting service offers a quick time to delivery combined with a high quality deliverables.

Our Survey scripting services allows you to:

- Quickly launch even complex SurveyToGo projects
- Get a high quality delivered script
- Use the delivered script as a template for your similar future projects
- Get a closer following for the project's related support issues

## 2 Process



### **3 English Questionnaire**

To be able to script a survey we need to receive the English version of the questionnaire. The basic survey scripting is performed in English. Eventually the survey can be easily translated to different languages.

The questionnaire file needs to be a Word document, containing all questions and answers in the needed structure, including all logical instructions for the programmer and any additional information such as quotas definitions, additional scripting requirements such as time stamps capturing, sound recording of specific survey sections etc.

### **4 Questionnaire Review (logic, Fieldwork needs, Data Structure)**

Questionnaire structure review and logic review is the basis for the quote estimation, scripting limitations and work time estimation. During the review we want to make sure that all the flow and other needs are clear. Any outstanding or not clear/complete part is later discussed in the questionnaire review call

### **5 Review Call**

Once completing the questionnaire review, a conference call is scheduled with the client, to verify that the way we understood the flows and needs is clear and highlight special issues and / or limitations, and summarize all needs before generating the quote. During the call we will also discuss the project timelines, expected delivery of script for testing, field work start, surveyor training schedule and any information that we should be aware of.

### **6 SOW & Quote**

The Quote will include the total pricing note that will be based on the entire work estimation (scripting time, scripting needs and limitations). It will include the cost, expected delivery dates and other terms and conditions such as time we will require for preparations and resource assignment, changes process and costs and more.

### **7 Quote Acceptance and Payment**

In addition to the quote we also provide a payment link. Once the payment is done we start working on the project where the first step is a short kick off call to make sure nothing was missed during the review and verification process. Any raised changes at this phase will be practiced as changes as described in the terms and conditions.

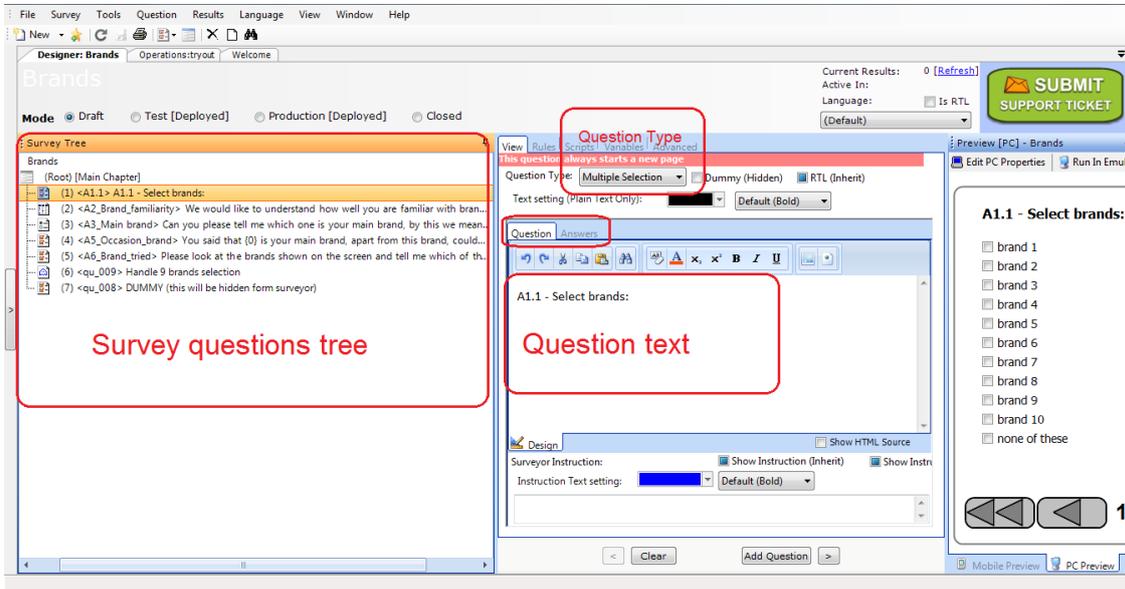
### **8 Kick Off Call**

Upon acceptance/payment a conference call is scheduled to go over all the details gathered so far and align all on the same set of expectations including describing again the process, go over the project timelines and any other required topic.

## 9 Scripting

Once the quote is approved, we start the scripting stage. In the scripting stage we first build the entire survey structure as described in the questionnaire.

The questions and answers texts are copied from the Word document and pasted in the script. The survey structure is defined by the questions types and the needed logical flow:



Once all texts were entered to the script, we start implementing the logic according what is mentioned in the questionnaire document. The logic include flow rules, answers filtering, data calculations, randomization, validations and everything that is required to be performed through configuration/code.

**Note:** The survey script is created under the client's organization, under the specified customer and project.

## 10 Internal Testing

Once a first draft of the script is completed (including all questionnaire texts and logic), we perform internal testing on our side to see the general survey flows work as needed according to the survey logic and structure.

During this testing stage, we fix and change any issues we pick up during the testing that don't follow the needed logic.

## 11 Customer testing and Feedback

Once the script passes the internal testing cycle we inform the client they can start testing the survey.

In most cases the organization has a testing team and knows how to assign the specific testers to this survey for testing. When needed we can create a new user and assign it to the project for testing stage. Once testers have been assigned they sync the survey to the device and can start testing. We recommend to test on the same devices as the field surveyors would use so that device related issues are identified as well.

### **12 Feedback Adjustments**

During the client testing stage, we get the feedback on any issue that may occur (logical errors that need to be fixed and also additional requests for changes like text changes and logic changes). The feedback is collected on the Testing Feedback Document that is kept throughout the scripting phase. Once we complete adjusting the feedback we inform the client on the updated survey version that includes the feedback updates for the testing team to continue testing.

If additional feedback rises in the testing it is sent to us again to update, and so on until the testing stage is complete.

### **13 Sign off**

Once the survey testing stage is complete and the script is approved by the client, it can be moved to Production mode and considered as signed off.

The approval and change to Production mode is determined and performed by the client only.

Once the survey is in Production mode, the fieldwork preparations related to quota targets setting, surveyor assignment etc can be performed and once done fieldwork can start.

### **14 Fieldwork and Data collection issues support**

Our support services are available to assist in any issue the client may face during fieldwork and data collection management.

The client can open a support ticket on any issue in our [support portal](#).

The project scripiter will be involved in any request that is related to the project he was in charge of.

### **15 QA and Data Export support**

As in the fieldwork, our support for issues or questions is given also throughout the data review and analysis, as well as in the data export process.