DigSee SURE

Quick Start

In this document you will find basic notions and step-by-step instruction for the operation with DigSee SURE solution.

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Introduction

DigSee Sure is an automation tool for operation with diverse questionnaires, surveys or other forms and reports. Do you need a uniform solution for the effective input of questionnaires, forms and reports both in the office and in field? You may want as well to cut your costs, save resources, improve productivity and efficiency of your employees, to open new horizons for your business, to monitor your field staff activity and to protect your investments in the state-of-the-art technology. If, on top of all that, you are looking for a pocket-sized mobile solution that would be easily incorporated into your office technological processes - then your choice is definitely DigSee Sure.

Let's see what you can gain by using this solution:

- Quickly create templates for any types of questionnaires, forms or reports.
- Ensure fast and errorfree multiuser entry of large data arrays from filled questionnaires on multiple office workstations with simultaneous and direct verification of the questionnaire correctness.
- Significantly improve quality of operations and enhance the data entry process due to the built-in features of automatic navigation, logical and syntactical control.
- Send the description of any required form or report directly to handhelds of your office and field staff using a cost-effective and compact PALM that easily fits one's shirt pocket.
- Fill in the form or questionnaire and send it wirelessly to the office immediately after or even during discussion with a customer or interview with a respondent.
- Prepare and compile all questionnaire arrays in the office and send them for processing by other software packages, such as MS EXCEL, MS ACCESS, SPSS or other.

Possible industries for DigSee SURE

Almost all types of companies and productions are in need of computer solutions for form creation, data input and further questionnaire processing. Efficient mobile solution DigSee SURE is designed to apply almost in any existing industry - from the social services till industrial enterprise.

Further information about industrial use of this computer solution you can get on our website: http://www.mobilentry.com/eng/solutions/mobile_solutions.html

Sociological research

Your field representative holds a small and light PALM organiser and simultaneously with the respondent's answer enters the latter into the PALM organiser. Before asking a question, the interviewer can see the question, comments to it, as well as all available options of the respective answer. The interview is conducted quite informally, and it is practically impossible to make an input error, because the handheld automatically controls the input information quality.

Depending on the answers obtained, the handheld provides navigation ("skip") to the following problem, and therefore it is impossible to ask irrelevant questions. Moreover, when the interviewing is over, the questionnaire will be automatically checked on logical consistency and, in case of detection of logical mismatches, the interviewer can immediately, while the respondent is still present, repeat the respective question and to correct the questionnaire. After filling the questionnaire or form, your remote representative can transmit the survey results or interviewing to the central office in a few seconds, in a form ready for processing or for delivery to the client.

Marketing Research and Product/Service Promotion

Below is a short list of benefits that you can enjoy by using DigSee SURE solution:

- Speeding up questionnaire elaboration.
- Reduction of survey preparation time due to incorporation of the earlier experience.
- Possibility to conduct simultaneous survey in several regions with cost reduction.
- Dramatic cost reduction on training of your network interviewers on the new questionnaire.
- Minimisation of losses in data input quality practically to zero. Significant improvement of interviewing quality. Exclusion of secondary stage of data entry and the related expenses.
- Critical reduction of survey conduction time.
- An option of on-the-fly analysis of questionnaire. Qualitative improvement of survey/interview techniques.
- You acquire a possibility of effective management of your field staff.
- If your company has numerous subdivisions - DigSee SURE is easily adaptable for any particular business structure.
- You acquire an opportunity of practically errorfree input of a large number of paper questionnaires at your office.

Insurance

In a tough competition between insurance companies, yours would be a sure winner, had you managed to drop your prime costs with simultaneous improvement of your service quality, as well as mobility and flexibility of your staff.

Too many birds for one stone? Unless you got a proper tool: cost-effective and comprehensive DigSee SURE "Out-of-the-box solution" will make you equal to these challenges.

Try DigSee SURE in your working process. And program for form and questionnaire input will always be at the fingertips of your company representatives exactly on the business meeting with the client.

Below is a short list of benefits that you can enjoy by using DigSee SURE solution:

- Extend the power of your enterprise resources out into the field.
- Furnish your office staff with a capability of transferring the required form to the field representative directly during a meeting with a client.
- Service quality improvement/minimisation of input errors and expenses related to field data error correction. Solution, which is always at your fingertips.
- Means of regional expansion.
- More safety for your field staff.
- Service quality improvement due to multipurpose PALM applications.
- You will get an opportunity for effective management of your field staff.
- You acquire an opportunity of practically errorfree input of a large number of paper questionnaires at your office from PALM to Desktop PC.

Manufacturing, transport and logistics

Many industrial companies attempt to leave their competitors behind by reducing its production time and the related expenses. But the real question is how to achieve these tasks with IMPROVED quality of your products? Digsee SURE will give you the opportunity to gain these aims with the quality improving.

Below is a short list of benefits that you can enjoy by using DigSee SURE solution:

- DigSee SURE Out-of-the-box Solution offers you tools for the enhanced improvement of your management and account, and supports your seamless and easy shift to a new development stage - it gives a truly mobile solution to your workers.
- Your workers will get an opportunity to fill in and send order forms for the required raw materials and equipment, as well as task orders directly from their workplaces.
- Dramatic reduction of expenses on quality control and production control with simultaneous enhancement of decision-making processes.
- Data entry in difficult conditions or/and mobile environment.
- Service quality improvement due to multipurpose PALM applications.
- Means of regional expansion.
- DigSee SURE is easily adaptable for any particular business structure.
- Effective management of your field staff.

State and public organisations, social and municipal services

Workers of municipal services in field conditions require to fill in results of their work activity, task orders and reports, which also involve filling in forms. There is an easy-to-use ready-for-implementation DigSee SURE solution, which can help to fix all the tasks with simultaneous increase of mobility and reduction of a feedback time.

Below is a short list of benefits that you can enjoy by using DigSee SURE solution:

- You can make an impressive jump to mobility of your staff with the minimum expenses and simultaneous significant improvement of quality of services/operations.
- DigSee SURE will provide errorfree input of numerous forms and questionnaires with a significant quality improvement and reduction of input/processing time.
- DigSee SURE is an indispensable assistant of social workers both at office, and in the field.
- Support of operations of municipal services.
- DigSee SURE will support automation of the population survey for the State Statistical Bureau.
- More safety for social workers.

Any other industry

Everyday control of the working process.

Form filling as in office so during field work.

Enhance creation of electronic forms, account forms or questionnaires.

Provide your clients with permanently updated and adequate outputs of your work on their orders.

Basic notions

Element of the questionnaire – question and its parameters (type of answer, comments, transition, etc.)

Template of the questionnaire – full set of the elements for definite type of the questionnaire. All the questionnaires which puts into DigSee SURE are created in according to one or another template.

Array of the questionnaires – the set of questionnaires, which are created using one template and filled with definite answers.

Main steps while working with DigSee SURE

- Creation of a questionnaire template. Entry and careful check of all questionnaire elements.
- Sending the necessary templates the PALM.
- Entry and editing of questionnaire array. Review and verification of information.
- Sending the resulting questionnaire array back to the office.
- Questionnaire array export to external formats for further statistical processing.

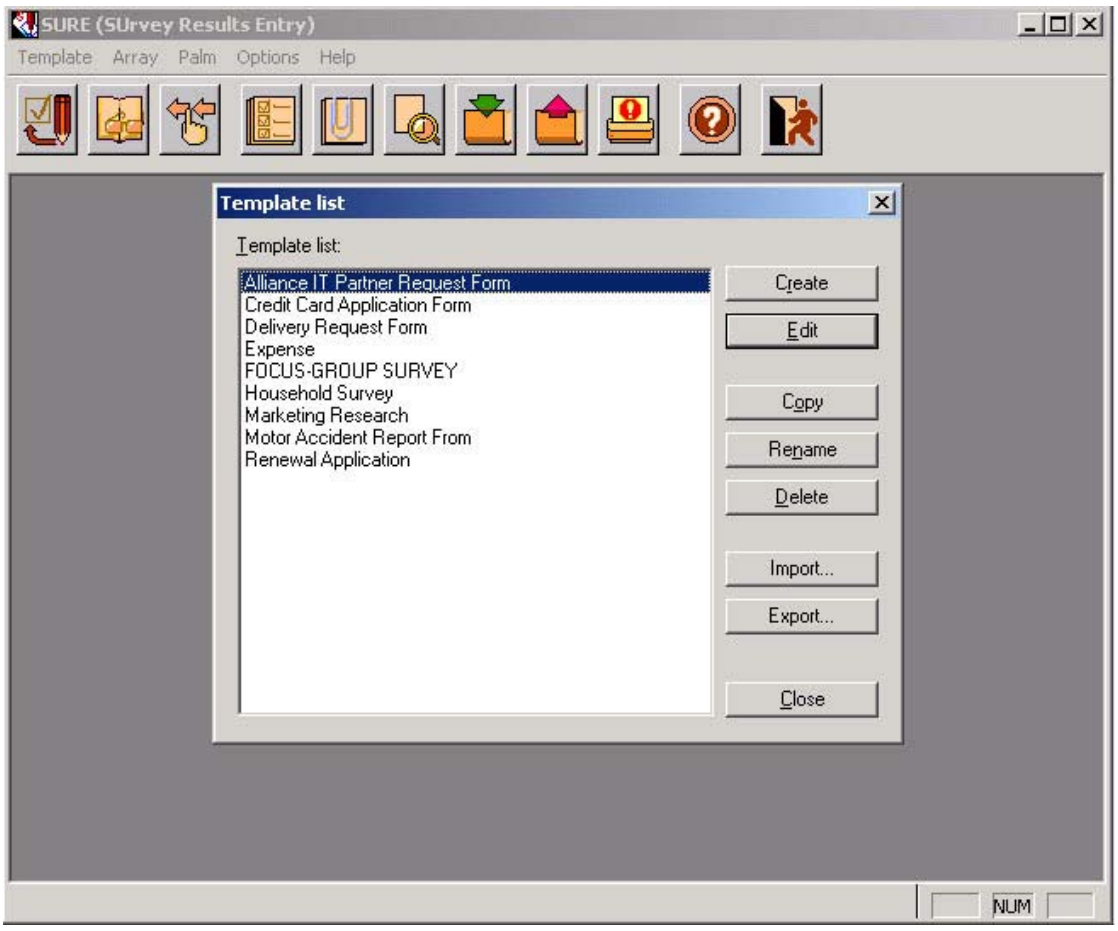
As an example let's overview the main features and working operations with DigSee SURE.

- Lets create the template of the marketing research on your desktop PC.
- Input research results from filled paper forms to your desktop PC.
- Export questionnaire array to external formats for further statistical processing.
- Now send that template to the employee in the field to his PALM.
- Let's input and edit questionnaire array exactly on the meeting with your respondent.
- And at last send your results.

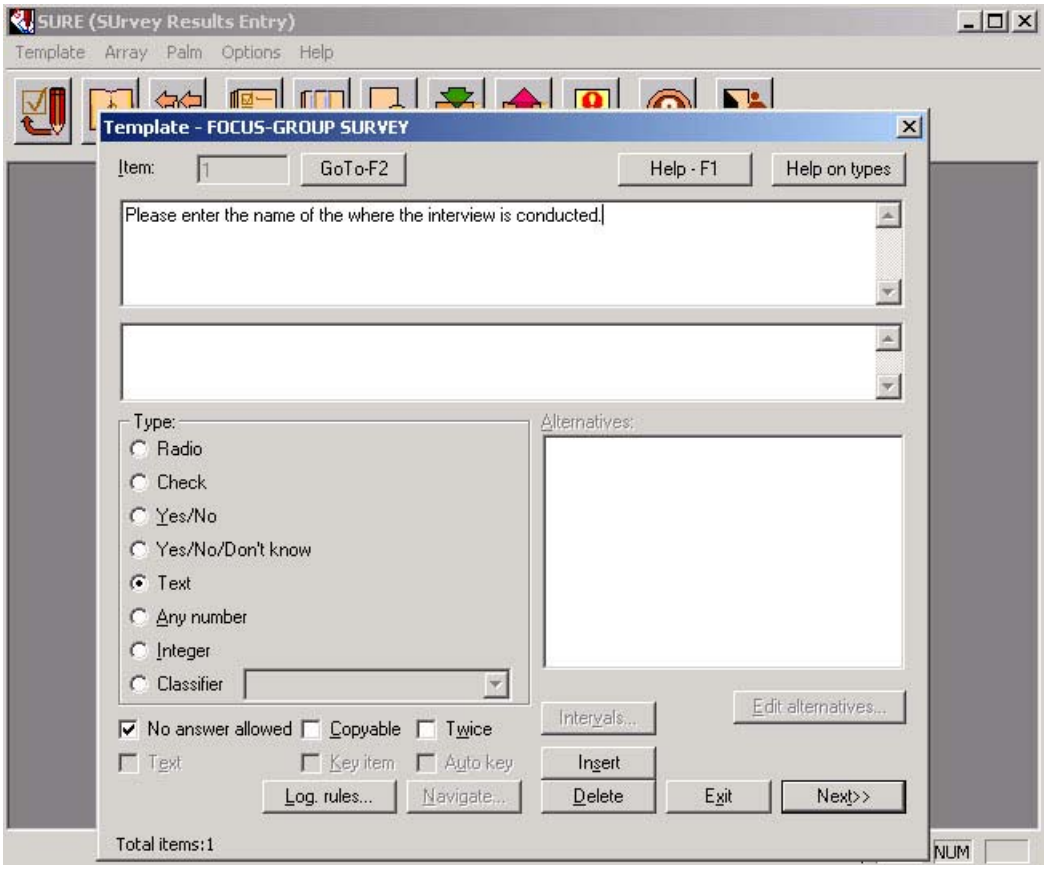
Step 1. First of all start the program. There used login ADMIN with blank password field by default.

Template creation

Main operations with templates are performed using Template list Dialogue.



Step 2. To create new template, choose the button **<Create>**. Input here the name of new template: **Marketing research** and then press **OK button**. Template editing window will be opened. Right here you should correctly enter all the questionnaire elements and carefully input parameters of every question: answer type, alternatives, intervals, etc.



Question and answer type are necessary!

Use buttons **<Next>** and **<Back>** to transit between elements. **<Next>** button also starts automatical creation of the new element when you are at the final stage of creation.

There are no special function for template saving. The template can be saved when you leave this dialog window (**<Exit> button**).

Step 3: Enter the text of the question **Shop name where you take the survey** (instead of Question 1). Press **<Next>** button. Confirm new question creation by choosing **<Yes>** button.

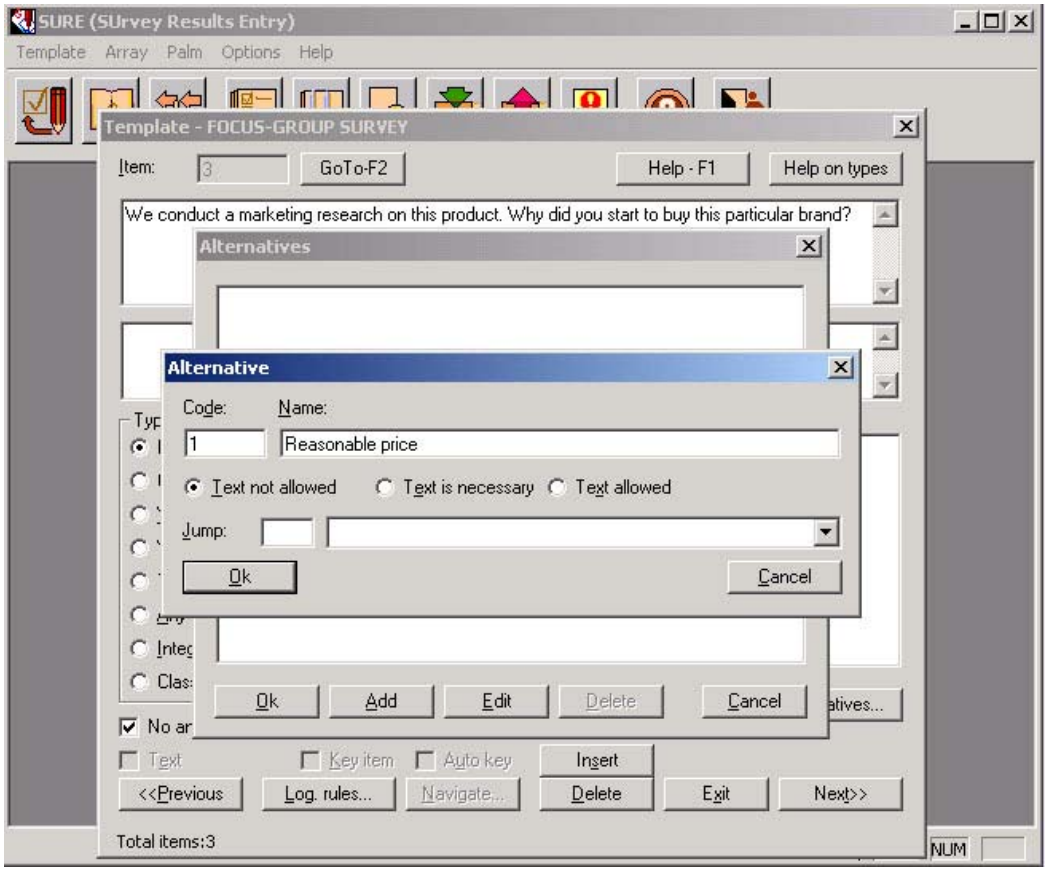
Step 4: Enter second question: **Product title** (instead of Question 2). Press **<Next>** button. Confirm new question creation by choosing **<Yes>** button.

Step 5: Enter third question: **Why do you buy this product?** (instead of Question 3). Choose question type **<One alternative choice from the list>**. Press **<Edit alternatives>** button to enter the list of variants.

Press **<Add>** button to add new alternative. In a field enter the code: **1**. In the Name field enter the meaning: **Price**. Confirm new question creation by choosing **<OK>** button.

Press **<Add>** button to add new alternative. In a field enter the code: **2**. In the Name field enter the meaning: **Quality**. Confirm new question creation by choosing **<OK>** button.

Press **<Add>** button to add new alternative. In a field enter the code: **3,** In the Name field enter the meaning: **Advertising**.



Confirm new alternative creation by choosing **<OK>** button.

We've built alternatives` list. Confirm changes by choosing **<OK>** button.

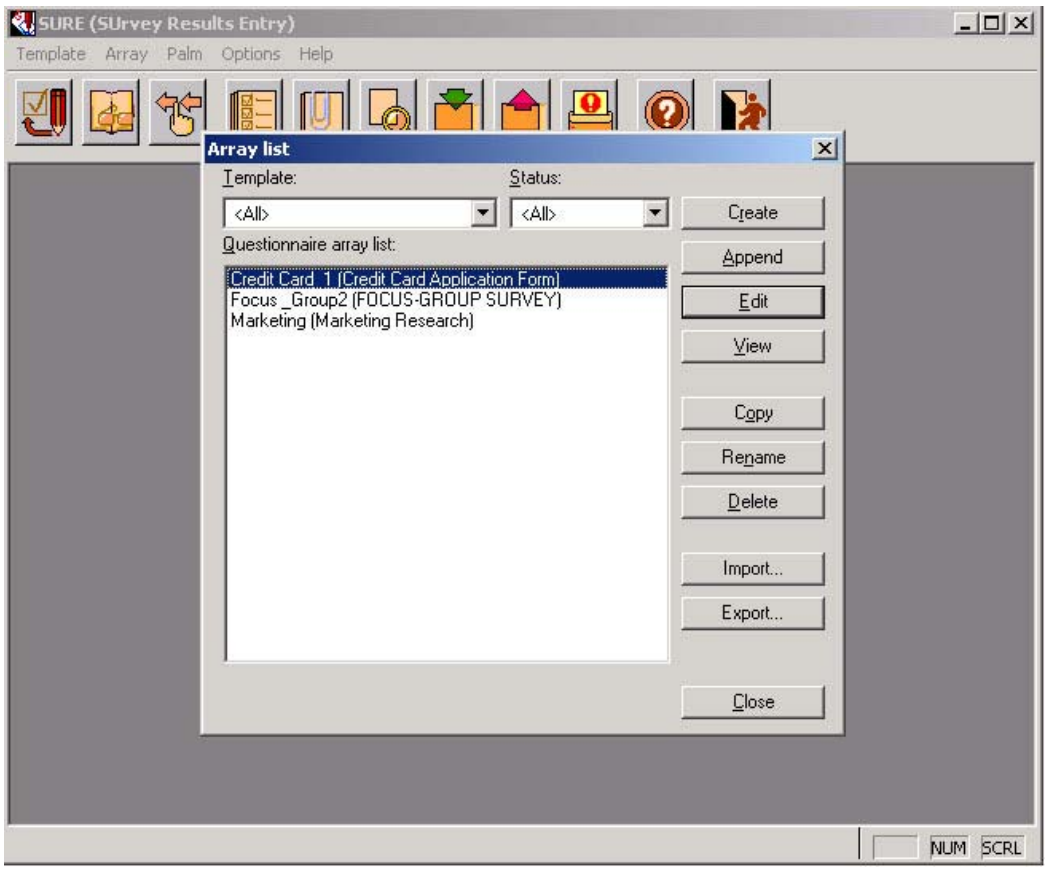
Step 6: Press **<Next>** button. Confirm new question creation by choosing **<OK>** button. Enter the question: **Do you buy products only of that manufacturer?** (instead of Question 4). Choose answer type: **Yes/No.**

Step 7: Press **<Exit>** button and confirm template saving.

The template is ready for use. Now you can work with the questionnaire array.

How to work with the questionnaire array

Main operations with questionnaire arrays are performed using Array list Dialogue. Find it in the main menu **<Array/List...>**.



Questionnaires of a questionnaire array are created, appended and edited using Questionnaire Dialogue. All functions of a template, such as parameters, links, and logical rules, are automatically monitored during the operation, therefore in this dialogue it is necessary to enter carefully the answers of the particular questionnaire to a particular question.

It is possible to stop questionnaire input at any moment by clicking on Esc Button, but this would not save the current questionnaire. The questionnaire input to the database occurs only when the last element of a template is entered. As a result, **<Finish>** button appears instead of **<Next>** button.

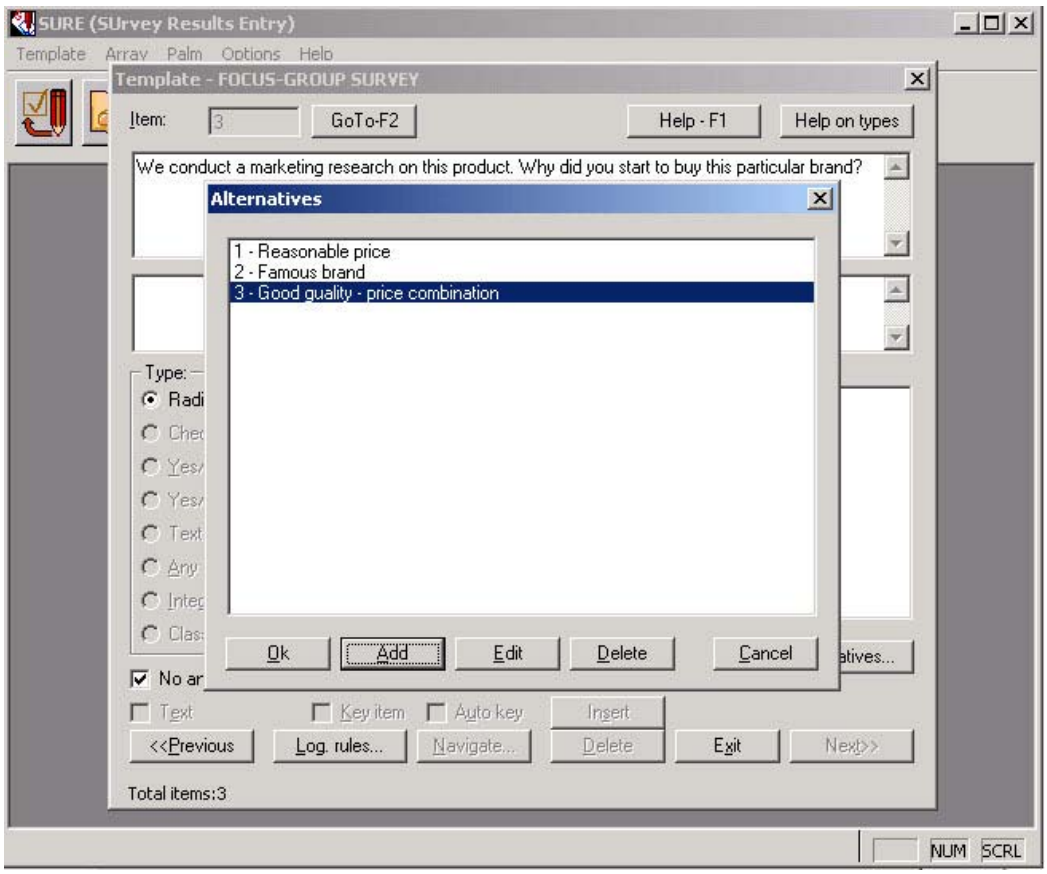
As an example, let us create a questionnaire array containing two questionnaires:

Step 8: Choose **<Create>** button. Type the array name: **Research results**. Press **OK** button. Find the template to input new questionnaires: **Marketing research** and press **OK** button. We've opened the dialog with the name Research results to input new questionnaires to the array.

Step 9: Enter the answer: **Commercial shop "Astoria"**. Press **<Next> button**.

Step 10: Enter answer to the second question: **Super Cola.** Press **<Next> button**.

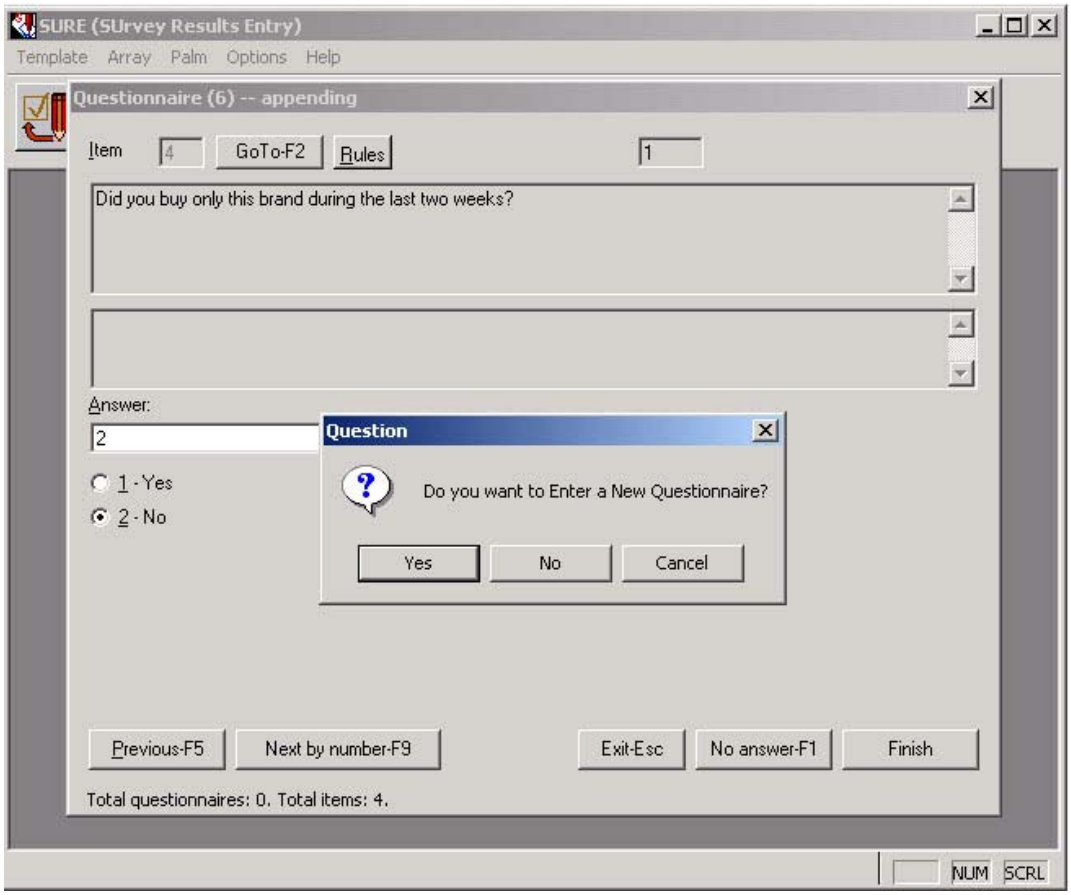
Step 11: Choose answer **Quality** when you will answer the question: **Why have you bought this product?** (Also you can enter the alternative code **2** on the keyboard)



Now you can press <Enter> button on your keyboard or click **<Next>** button.

Step 12: Enter the answer **<NO>** to the question: **Do you buy products only of this manufacturer?** You can choose it with the mouse or enter code **2** from the keyboard.

You will see **<Finish>** button instead of **<Next>** button**.** So click it to finish questionnaire creation. Then the program gives you the opportunity to input one more questionnaire: **Do you want to create another questionnaire?**



Step 13: Press <YES> function to start new questionnaire creation. Then begins input of a new questionnaire. Let's provide the following consecutive responses: "Joe's Grocery Store", "Orange Juice", "Price", "Yes", and click **<No>** when the program prompts to input one more questionnaire. We have completed input of two questionnaires.

How to export questionnaire arrays:

A questionnaire array can be exported to various external formats:

- special - ARR
- database - DBF
- textual (TAB-delimited) - TXT
- Microsoft Excel

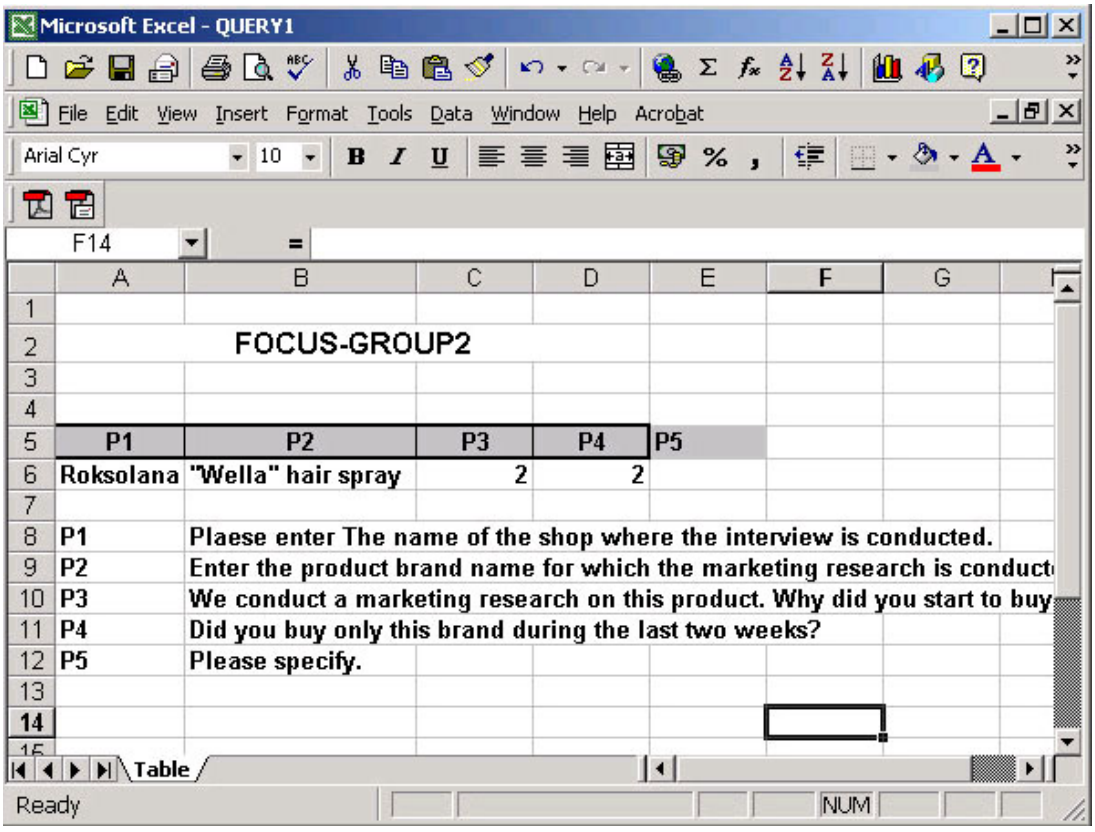
The simplest is export to Microsoft Excel:

Step 14: Select item Export to Excel... from Array menu.

Select Work array (Work experience) from the list, click on Ok Button

Successful execution of this procedure gives control to Microsoft Excel where the questionnaire array data will be adequately represented.

Results of the above example are given in the following Figure:



PALM software installation

The most efficient way to use all the profits of that compute solution is utilization of the Input/Edit option on your PALM device.

You can operate almost any version of PALM device. The only requirement to the operation system: it must be PALM OS 3.x or higher. There are integrated keyboard, external keyboard, work without keyboard at all, use the function of wireless or wire bonding communication (e. g., modems, GSM-modems, network adapters and wireless network adapters), which you can use with PALM. We can support almost all the models of communication. We operate standard program HotSynch for the synchronization. So if you have got PALM with OS version 3.x or higher be sure that your device can synchronize its standard programs and fit to be used with Digsee SURE solution.

Install on your PALM all the programs already installed on the server Digsee SURE. Then try the test synchronization to make sure that your personal data synchronize correctly.

The PALM setup process is quite simple. Mobile solution can be installed as in the office so in remote mode when you are far from your office.

Step 15: Open menu **<PALM>/<Setup Palm application>**.

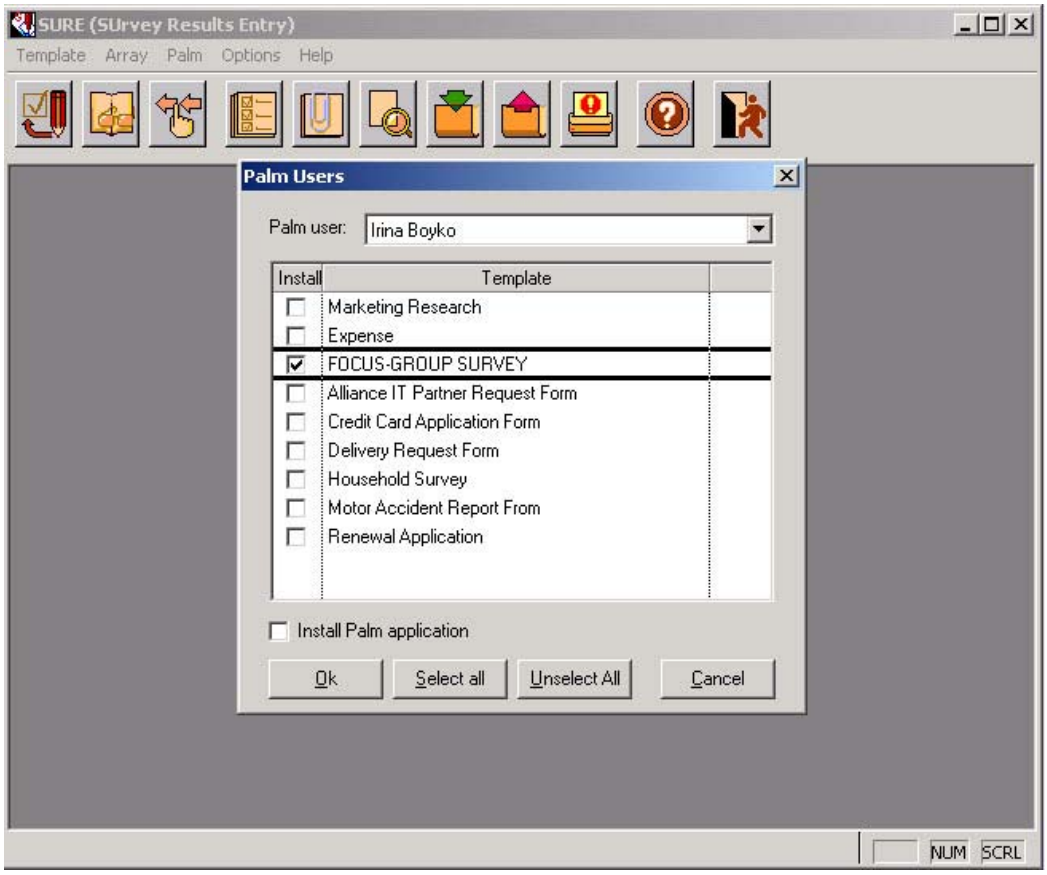
You will see users who are already registered in your system. Choose the person you would like to install the application and press **OK** button. During the next synchronization session the application would be installed on PALM of this user.

Define template for mobile user working process

System administrator has the full control over the template creation process for mobile users. Only administrator has the rights to set template access rights for every person. All the templates are sent to the representatives` PALM automatically when synchronization process starts. The representative can be as in office so work remotely in the field.

Let's send only one template "Marketing research" to the PALM-user John Smith (Attention! You can have another name, which you always can input and edit in the program Palm Desktop that is installed on your mobile device).

Step 16: Open menu item **<PALM>/<Setup templates for Palm-user..>**. Choose user and define necessary templates to him. Press **<OK>** button.



Attention! The templates will be sent to the PALM during next synchronization session with that user but not earlier! In other words he will get the templates only when he confirm that completely ready for synchronization process and starts it on PALM. That operation can be started as in office so remotely far away from it:



Mobile user work with PALM

Mobile user has now the opportunity to send filled and edited questionnaires to the office. And also receive new questionnaires` templates from the system administrator. All the information transmission starts automatically during synchronization process. Just activate on your PALM option **Synchronization**.

When you activate **Synchronization** process, program automatically receive command to send all filled questionnaires right to the central server and all the necessary forms should be received from the system administrator PALM.

Step 17: Start DigSee SURE on your PALM.



Step 18: Activate **Synchronization** option to pass data during next synchronization session.



Step 19: Let's make synchronization of your PALM and main server. Put PALM in a cradle and activate synchronization option. Synchronization process can be started through infra-red port, netware adapter, wireless netware adapter, mobile modem or mobile phone with modem. To find consultation about network setup address to that seller where you have bought you have bought your hardware.

Step 20: All filled templates should be received after synchronization. Press **<Create>** button for new questionnaire array making. Choose definite questionnaire template, which we have to input. We must find only one template **Marketing research** and press **<OK>** button.



Now program is ready to input new array name. By default the application builds the name using the name of the template, of the date and time when it is filled. Change the name to the **Research results** and press **<OK>** button.



Step 21. And now try to fill your first questionnaire on PALM. Answer for the first question is **Roksolana**. And then press **<Next>** button.



Step 22. Next answer will be **Hair varnish "WELLA"** and press **<Next>** button. The third question will appear:



When you'll see triangular marker in the right of active window you can click here to choose correct answer variant from the answers' list.

Step 23. Press triangle and choose alternative **Price** from the list. Press **<OK>** button.



Press **<Next>** button once more to pass to the next question.

Step 24. To enter negative answer to the last question press **<No>** button.



Press **<Next>** button.

Then you will see message that you've already answered all the questions and ask you about new questionnaire input. Press **<No>** button and finish questionnaire input.



You have now got one questionnaire array contains one filler form.

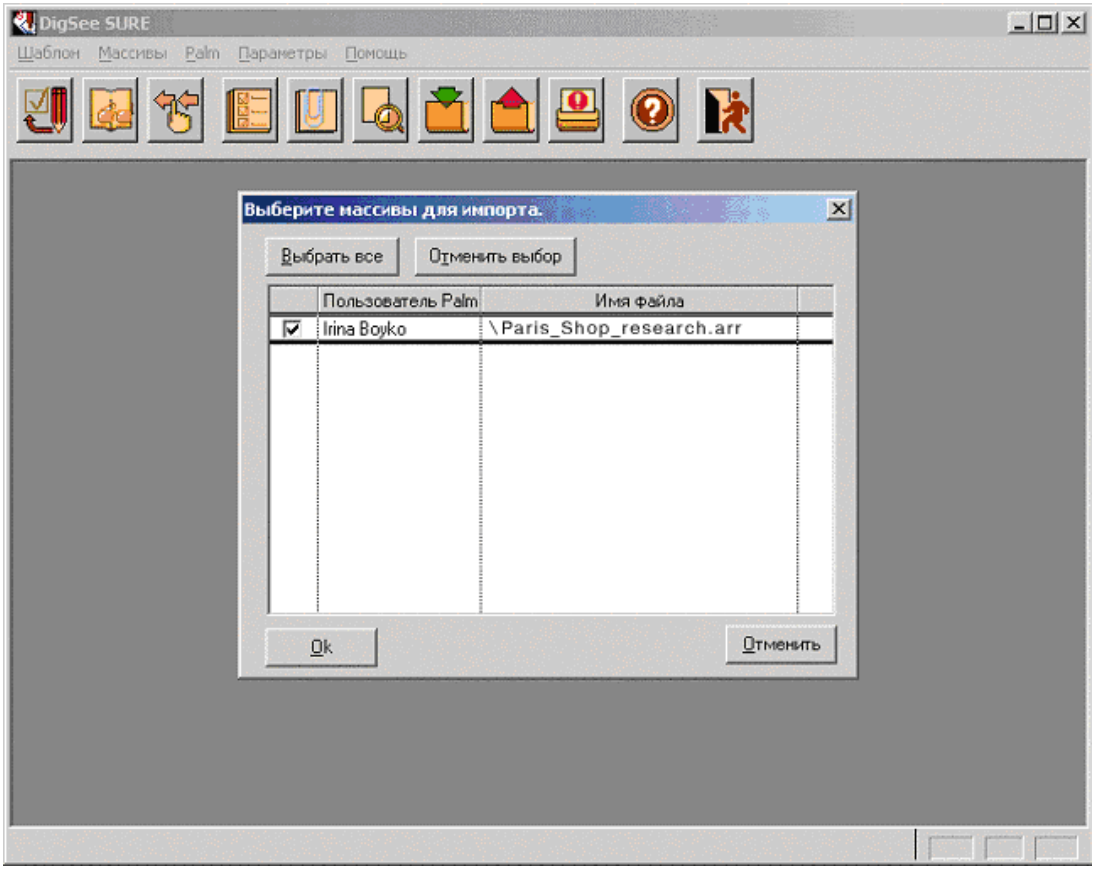
Step 25: Activate synchronization process to pass information to the central server.



Step 26: Your questionnaire array will be synchronized automatically with the data on central computer. If the system administrator has defined new templates for your PALM will receive it during the same synchronization session.

Step 27: Import of the forms and questionnaires to the central server.

You and system administrator can import all questionnaire arrays from PALM to the server. Choose menu item **<PALM>/<Import arrays from PALM>**. If any information was sent from PALM you will see it in special dialog. You need to define data arrays, which are necessary for import and press **<OK>** button.



Further you will be able to view or edit data arrays like ordinary information.

So we came to an end of brief overview describing basic notions and basic skill for working with our mobile solution. We wish you to reach all of the aims using DigSee SURE.

Where to find additional information

Full help is available in each installation of DigSee SURE.

Besides that you can print and learn the users` manual that is the part of every product installation set.

You can find latest news on the application site www.mobilentry.com. All the other advertizing information, FAQs and demos are available here too.

Visit our corporate site www.digsee.com to find descriptions of other our products and solutions? Additional information, advertizing and downloadable links for programms.

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