DigSee SURE- Smart and versatile, easy and mobile. Our users anytime and anyplace feel SURE it is the right time and right place to fill in.



A uniform cost-effective platform for the input of forms, questionnaires and reports in the office and field conditions using a mobile solution.

DigSee SURE

User's manual

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DigSee SURE

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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.

Digsee Sure

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October, 2002.



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Introduction

Introduction

We are always attached to something. When ironing we are attached to the wall outlet, when calling by phone we are attached to the phone set. And possibly anyone who has to do with computers for once was desperately lacking five inches of interface cable connecting system unit with printer to set up the printer at convenient location. Often our inherent striving for freedom is bound by the wires. That's why along with the basic freedoms like Liberty of Conscience, Freedom of Speech, Assembly and Press should be also observed the Freedom of Movement without Losing Information Channel. Considering constraint of the latter as a human rights violation, DigSee Ltd is developing its software products basing on wireless technologies.

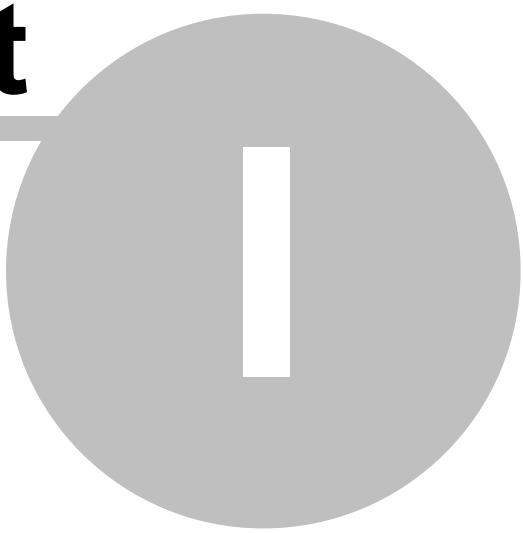
Another one indefeasible right of each company is the right to have up-to-date reliable and correct information. We are struggling for this right by means of our products and solutions, which are easy to use, easy to deploy and giving access to reliable up-to-the-minute information. Reliable information is the foundation of any business.

Another right of every emloyee we are defending is the right not to feel himself a fool. We are developing our systems not for IT professionals, but for the common users.

All above principles are realized in the DigSee SURE system. We hope that this product will be your tool for years.

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Part



1 Introduction

1.1 Overview DigSee SURE

What would be the most effective way to combine the expansion of your business with the advantages of mobile transfer and entry of your reports and questionnaires, with a capability to support remotely your client/staff in the field, and provision of errorfree entry of large arrays of questionnaires and forms?

Just find an efficient and cost-effective solution to the above tasks - DigSee SURE.

Let's adjust your input conditions and clarify the respective outputs. Suppose your activity involves any of the following directions:

- survey process or questionnaire design
- elaboration of questionnaires, forms or reports
- conduction of marketing programs
- research of trade turnover
- sociological research
- reporting
- monitoring of mobile staff activity
- expansion of your activity to other regions

Then application of DigSee SURE would guarantee the improvement of your business management and expand your business horizons. In general, it will allow to outbid your competitors due to more refined and sophisticated operation with sociological information, and will also allow you to enter the information in-situ, where it is most effective, e.g., during your interview with a client / respondent. This mobile solution is compact enough to be placed in a shirt pocket. Therefore, the solution allows one to enter any reports and forms outside of one's office. This solution is economically justified. Moreover, it is designed for operation not only by computer wizards, but would satisfy needs and skills of common users.

What particular problems can by solved by DigSee SURE?

At your office: It allows you to create/edit templates for any questionnaire or form.

Using this system, in contrast to other professional and expensive software packages, you can achieve these goals very conveniently, simply and fast. The system is specially designed and targeted for solving very definite and particular tasks - therefore, it is made to be understandable, simple and effective. KISSΦ principle (Keep It Simple and Stupid) was used by the developers as a non plus ultra requirement.
Thus, in the form and questionnaire it is possible to set special rules, which would not allow particular input errors. For the questions in a questionnaire you can set a control of intervals (syntactical control); define mandatory or optional questions; set a "smart" navigation through the questionnaire depending on the answers of the respondent; formulate logical rules, which will allow you directly after input to find discrepancies in the filled form or identify "lapses of logic" in the answers of respondents.

At your office: Effective input of questionnaires, forms and reports using desktop/notebook.

In most software packages designed for the input of questionnaire, an attempt is made to present a computer image of a "paper questionnaire ". Data entry in such a form becomes quite cumbersome. Therefore, an alternative "question - answer" approach is proposed, which is more natural for operator perception. Questions are sequentially displayed to the operator, and he/she enters the respective answers. Upon each entry, each answer is checked for errors: for example, the year of birth cannot be less than 1900 and more than 2002. As another example, person's surname should be entered as obligatory, while his/her hobbies are optional and can be omitted. In case the transition from question

to question is preset in the questionnaire, depending on the answer of the respondent, this would be executed automatically. For example, answer "There are no goods displayed in your show-window" would result in omitting questions "How much goods are displayed in the show-window?" or "Are all of them visible to the customers?" Upon tracing the errors, the system draws attention of the operator to these both by displaying the respective message and by beep sound. When the end of the questionnaire is reached, the questionnaire will be analysed using special logical rules, and, in cases of error or a non-standard answer, the attention of the operator will be drawn. Here, options could be set either to edit such a questionnaire immediately or to postpone its analysis until later - within the identified group of "questionnaires containing errors".
Important feature of the program is the optimisation of keyboard input of questionnaires. This feature significantly speeds up the input process for large scope of questionnaires. On the other hand, the system also has the option of mouse-supported input of questionnaires and forms.

SURE network version - for multiuser input of questionnaires on many workplaces in a local or Intranet networks. DigSee SURE can operate either by the principle "one computer - one workplace - one data repository", or by the principle "many workplaces - many computers - one data repository". The network version of the software allows several operators to work simultaneously with a uniform repository. This technology is based on the client - server technology, while SQL Server is used as a reliable data repository.

Organise input of questionnaires and forms on remote workplaces/remote departments. Due to subsystems of import / export of templates and questionnaire arrays, it is possible to organise distributed input of questionnaires, forms and reports in remote departments using workstations and notebooks without network capabilities. As for the data exchange, the required files may be transferred using floppy disks, CDs, e-mail, etc.
Mobile users get a possibility to receive templates of questionnaires on PALM handheld both in the office and remotely - in the field. A possibility to fill in the required form during your meeting with a client (interview with a respondent) - what can be more lucrative? PALM SURE - is simple in usage, cost-effective and effective. The user interface, that "walks the user through" screen by screen and requires no special training or computer skills from its users, has been developed on the base of our long-term experience. Thus, it is possible to transfer data either in the office using a simple technology where the user places a handheld into a special "cradle", or remotely - via modem, mobile GSM/GPRS connection or even Internet network!
Storage/Search/Editing of questionnaires. Export for further analysis. At central office, the DigSee SURE system allows effectively to find /view /organise a storage of the arrays of the questionnaire. Thus, the system allows to export/compile arrays of questionnaires, to search for the questionnaire, to switch fast to the required questionnaire or question. Managers can analyse the questionnaires marked as incorrect to define any illogicality in them. For further analysis, it is possible to speedily export files into a common .csv format (it is supported by the majority of statistical packages) or directly into Microsoft Excel.

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1.2 Applicability DigSee SURE

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 etc.

1.3 Main functions DigSee SURE

Main functions
SURE makes possible creation of templates and data input for any forms and questionnaires. The information scope (number of questionnaires) is limited only by the available resources of one's PC.
SURE provides convenient tools for data editing and takes advantages of powerful navigating through the questionnaire arrays.
SURE is equipped with means of a syntactical and logical control of questionnaires.
SURE allows simultaneous questionnaire input by several operators.
SURE provides a possibility of questionnaire export into SPSS, Microsoft Access, and Microsoft Excel.
SURE operates in the unified Microsoft Windows environment.

SURE functions related to operation with templates.
For operation with a questionnaire it is necessary, first of all, to describe its structure, i.e. to create a template of the given questionnaire. For operation with questionnaire templates, the software has a special mode, which is described in more detail in chapter "User's guide".
The main functions related to operation with templates are: creation, editing, export and import.
For creation or editing of a template, the respective questionnaire characteristic (question type) is set, as well as a block of parameters of the given characteristic, depending on a type of the answer to the given question.
The following types of characteristics are supported:

- Radio
- Check
- Yes/No
- Yes/No/I don't know

- Any number
- Integer number
- Text
- Classifier

Depending on a type of the characteristic, such parameters as "Other options", "Comments", "Navigating" and "Key field" can be set.
For all characteristics, "No Response" parameter can be selected.

SURE functions related to operation with questionnaires.
The main functions related to operation with questionnaires are:

- Input and editing of questionnaires.
- Viewing information of questionnaires and their characteristics without a possibility of editing.
- Information retrieval; for example, a possibility to find a questionnaire by the household number.
- Convenient navigating through questionnaires and characteristics. Transition ("skip") patterns for the particular questionnaires and characteristics are stipulated.
- Support of automatic navigating through a questionnaire depending on the answer of the respondent. For example, if the person answered some questions positively, he/she should proceed to other block of questions, and thus part of questions should be skipped by the interviewer. The program in this case immediately passes to the appropriate block. In the field of the skipped problems, "No Response" is written down automatically.
- Control of data input: the software would not allow one to enter a wrong answer code for any particular characteristic.
- Logical control of the information. For example, the person contradicts himself/herself on two semantically identical characteristics. In this case, before termination of input of the questionnaire or characteristics the respective warning will be given that a logic error is detected. Thus, the operator gets a possibility to verify the questionnaire, to return to its editing or to place this questionnaire into the array of the logically ill-conditioned questionnaires for the subsequent analysis.
- Possibility of data export into the SPSS software package, Microsoft Excel, and Microsoft Access.
- Possibility to keep separately the following information arrays:
    - questionnaires, which are logically correct and contain no operators' errors;
    - questionnaires that have been entered with no errors by operators, but contain logic errors (for example, the respondent contradicts himself/herself on two semantically identical characteristics). These questionnaires are intended for the subsequent analysis and possible amending by economists and analysts.
- Automatic transfer of questionnaire with corrected errors into the category of correct questionnaires after the editing/correction process is completed.

More detail on the system operation with questionnaires is given in chapter "User's guide".

Functions related to the system administration.

- Set-up of the users' list
- Set-up of a user's login name and password.
- Management of the rights of the system users
- Set-up of the system mobile users (see Palm Sure.)
- Set-up of network workplaces (see Network SURE).

1.4 Industry

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1.4.1 Industry

The DigSee company solutions will help you not only to automate your business processes, but also to expand the power of our office system directly to the field remote staff.
Business operations in the current mobile world necessitate ever increasing mobility of workers. However, this increase in the mobility of workers causes the increase in the cost of maintaining and development of mobile structure. On the other hand, the mobility of worker is frequently limited by the fact that during a meeting with a client or interview with a respondent the field representative has no possibilities to conduct this meeting/ interview effectively and to fill in its results in the real time scale. Filling in paper forms remain the most popular way for more or less adequate representation of the results obtained, but this would be done at the expense of possible losses in quality and... mobility! After the form is filled by the field worker, it still needs to be transferred to the central office, to be entered correctly into computer and submitted to error check.

Our mobile solutions allow you to save time and money, as well as to improve the work efficiency; provide you with a possibility to make errorfree entry of the meeting/interview results, to analyse quality of the information, where it is necessary - in the field, directly during a meeting/interview with a client or respondent. Meanwhile, the mobile communications will transmit the filled forms/questionnaires in the form already suitable to the analysis. Our office solutions, even without a mobile component, allow a sharp increase in work productivity, as well as a significant cost reduction, due to the possibility of fast and errorfree entry of multiple forms and questionnaires.

Actually, our solution is effective and applicable for any work activity, as far as any information needs to be formalised, while the best way of formalising input is a form. But if you need explicitly to develop or enter forms or questionnaires - then you simply have no better good choice than DigSee SURE solution.

The procedures of creation, input and processing of forms and questionnaires are in demand by practically all types of companies and organisations. Therefore, the cost-effective mobile DigSee SURE solution have been designed for implementation in practically any industry - from social services to manufacturing.

Below you can see our solutions for different industries and proposals for various types of companies. We are sure that your wish to achieve results in the shortest terms and with minimum financial investments will be substantiated with our leading technologies.

1.4.2 Marketing Research and Product/Service Promotion.

The following factors are critical for the success of your business:
- Survey preparation time
- Survey conduction time
- Survey cost
- Survey quality
- Survey regional coverage
- Monitoring of interviewers' activity

Let us suppose that you need simultaneously to expand the regional coverage of your survey, to improve quality, to reduce time consumption with simultaneous decrease in the survey cost. Does it seem to be impossible? Not anymore!
Now DigSee SURE allows you to fulfil these tasks and to make them much easier than you could think!

The cost-effective DigSee SURE solution will change the current technology of your remote staff, change the way you work with respondents and allow you to achieve all the above purposes.

Let's discuss in more detail how DigSee SURE can assist your company.

Speeding up questionnaire elaboration.
First of all, it is noteworthy thin the office version of DigSee SURE allows one to create template of any questionnaire very fast and conveniently. Difference at the given stage from other software packages designed for preparation of questionnaire templates is that DigSee SURE is oriented on fulfilment of definite tasks, namely - on the task of question-by-question preparation of questionnaire, and therefore questionnaire template is elaborated in the shortest terms. During the template elaboration you can see all the available options and possible types of questions, and thus in order to start developing a questionnaire you do not need any special training. Moreover, when preparing the questionnaire template, you can set special rules, which would not allow any input errors. For your questions you can set a control of allowed intervals (syntactical control), specify where the answers are mandatory or optional, "smart" navigating through the questionnaire depending on the answers of the respondent, and logical rules which will allow one to find mismatches in the form input or "lapses of logic" in the respondent's answers directly during the input process.

Reduction of survey preparation time due to incorporation of the earlier experience.
DigSee SURE allows you to store in the system all templates of questionnaires and forms, which you have ever created. Thus, you can easily copy any of earlier used questionnaires and make "cosmetic" modifications in order to satisfy current requirements. Template creation in the image and likeness of the available one can now be reduced to a few minutes!

Possibility to conduct simultaneous survey in several regions with cost reduction.
It looks too good to be true, but your prepared questionnaire template will reach your remote field staff in a few seconds irrespective of the distance. Thus, your remote representative can receive the questionnaire template either via common phone landlines, or via mobile network using GSM/GPRS connection. There is no more need to print paper questionnaires or to cover travel costs for your employees in order to get training on the new questionnaire.

Dramatic cost reduction on training of your network interviewers on the new questionnaire.
The prepared questionnaire template already contains all items of information indispensable for survey conduction. The rules, which will not allow operator to enter incorrect information, transitions or "skip patterns", which would minimise time of interview, logical rules, which will allow during interview to verify the respondent's answer or logical consistency, allow to enter both a question and comments of the interviewer - all this is immediately accessible to your field staff. The latter would need practically no training to start working with the new questionnaire and the new software.

Minimisation of losses in data input quality practically to zero. Significant improvement of interviewing quality. Exclusion of secondary stage of data entry and the respective expenses.
The way it works in the field is the following. 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!
Your clients will receive better results in a shorter time, and you sharply reduce costs. You would not need to organise secondary-stage questionnaire input anymore - questionnaires are entered into computer, when it is necessary - during survey conduction or interviewing. After filling the questionnaire or form, your remote representative can transmit the survey results or interviewing to

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the central office in a few seconds, in a form ready for processing or for delivery to the client. This provides the following: Critical reduction of survey conduction time.

As it has been already mentioned, each questionnaire or form is automatically checked on logic integrity, when it is entered during survey interview. But what happens if there are no input errors, but there is a lapse of logic in the questionnaire itself? Our solution takes account of this possibility, too. The questionnaire can be saved with a special checkmark, which means that the given questionnaire has logic errors or discrepancies. Later at office, manager or analyst will have a possibility to conduct and print out the questionnaire analysis by the logical rules, which "have worked " at the moment of the questionnaire input, for the subsequent analysis or delivery to the customer. Moreover, there is a special mode of separate editing/viewing of "incorrect" and "correct" questionnaires. A convenient system has been designed for navigating through each questionnaire and array of questionnaires. The above combination of functions provides you with an opportunity for effective management of your field staff.
An authorised manager decides which questionnaire should be transferred into handhelds of which particular mobile representative. Moreover, questionnaires received from different representatives can be stored in different arrays of questionnaires, that gives you a possibility to evaluate the survey quality and a scope of work of each particular representative separately. Moreover, why not prepare your internal reports as forms and order your field staff to enter their daily reports in such a form? In this case, you will have effective monitoring of daily activities, whereabouts, results and expenses of your field staff!

If your company has numerous subdivisions - DigSee SURE is easily adaptable for any particular business structure. Due to subsystems of import/export of templates and questionnaire arrays, it is possible to organise distributed input of questionnaires and forms in remote departments using standalone desktops and notebooks with no network capabilities. Then the data exchange is possible, using file transfer by floppy disks ,CDs, e-mail, etc.

You acquire an opportunity of practically errorfree input of a large number of paper questionnaires at your office.
If you need to enter without errors a plenty of forms or questionnaires at your office (for example, those received by mail from "home users"), the Network SURE solution can assist you to reduce the input time and expenses with simultaneous reduction of the number of errors made by operators. All the above advantages, combined with two data input options ("keyboard only" and "keyboard + mouse"), and with a possibility of simultaneous entry of questionnaires from several workplaces and placement of the results on the central server - all these features make DigSee SURE to be quite indispensable for input of questionnaires.

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.*

1.4.3 Sociological research

Have you ever seen how passengers are being interviewed at the airports?
Filling in paper form is the most cumbersome example of currently used interviewing techniques: interviewer finds it quite uncomfortable to scribble down answers into the form placed on his/her laps. Less frequently one can see an interviewer with a notebook, who begs the respondent to move elsewhere to a place where there is a wall outlet and desk: it's not much fun to balance a dozen pounds of laptop's weight in one's arm and worry about battery going flat!

Our proposed solution will suit your requirements: either to provide significant revision of the questionnaire form, or to change modus operandi of your field representatives, or to increase yields, improve quality with simultaneous decrease of survey time and expenses for separate technological stages.

The following information describes how usage of DigSee SURE solutions will allow you to achieve impressive results of sociological research in the shortest terms.:

- Minimisation of losses in data input quality practically to zero.
- Significant improvement of interviewing quality.
- Exclusion of secondary stage of data entry and the respective expenses.

The way it works in the field is the following.

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!
Your clients will receive better results in a shorter time, and you sharply reduce costs. You would not need to organise secondary-stage questionnaire input anymore - questionnaires are entered into computer, when it is necessary - during survey conduction or interviewing.
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.

This provides the following:
Dramatic reduction of survey conduction time.
More confidence in the interviewer.

People get quite anxious and reluctant when they see a thick paper form in hands of the interviewer and understand that so many questions await them. Another option - invitation to a bench or desk, where a notebook can be placed for the data input - in many case will be refused. In this respect, PALM handheld presents a preferred alternative: it looks compact, secure, and even sexy, which gains more confidence of the respondent to the interviewer and thus improves quality and information value of the interview. Moreover, the interviewer with PALM gets more chances to look in the eye of the person interviewed, and a visual contact is an important factor for success!

Possibility of conducting interview in difficult conditions: on the move, in public transport, or in a crowd.

Only DigSee SURE solution gives a unique possibility of conducting "flash-interview" in difficult - for example, in a crowd. There is no necessity to look for a place to spread your paper form, all that you need for an interview is PALM that fits your palm. Interviewer can walk together with the respondent and fill in his(her) answers, or even do this in a crowded public transport. Moreover, in a few minutes the filled questionnaire would be processed at the central office - for this the interviewer does not need

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to move elsewhere - wireless technology assists him(her) to transmit the information to the office. This is a true mobility in a current mobile world.

More safety for interviewers.

Unfortunately, the world we live in is not ideal: too many localities are quite unsafe and unfriendly to outsiders. A person with an expensive-looking notebook is exposed to unjustifiable hazard in such localities. On the other hand, demonstration of such "red tape" attributes as paper forms provokes animosity and, sometimes, even aggression. Therefore, an option of furnishing interviewers with a very cost-effective PALM organiser, which can be hidden in a shirt pocket or in a purse, will guarantee more safety to your interviewers.

Qualitative improvement of survey/interview techniques.

As it has been already mentioned, each questionnaire or form is automatically checked on logic integrity, when it is entered during survey interview. But what happens if there are no input errors, but there is a lapse of logic in the questionnaire itself? Our solution takes account of this possibility, too. The questionnaire can be saved with a special checkmark, which means that the given questionnaire has logic errors or discrepancies. Later at office, manager or analyst will have a possibility to conduct and print out the questionnaire analysis by the logical rules, which "have worked " at the moment of the questionnaire input, for the subsequent analysis or delivery to the customer. Moreover, there is a special mode of separate editing/viewing of "incorrect" and "correct" questionnaires. A convenient system has been designed for navigating through each questionnaire and array of questionnaires.

Possibility to conduct simultaneous survey in several regions with reduced expenses.

It looks too good to be true, but your prepared questionnaire template will reach your remote field staff in a few seconds irrespective of the distance. Thus, your remote representative can receive the questionnaire template either via common phone landlines, or via mobile network using GSM/GPRS connection. There is no more need to print paper questionnaires or to cover travel costs for your employees in order to get training on the new questionnaire.

Sharp cost reduction on training of your network interviewers on the new questionnaire.

The prepared questionnaire template already contains all items of information indispensable for survey conduction. The rules, which will not allow operator to enter incorrect information, transitions or "skip patterns", which would minimise time of interview, logical rules, which will allow during interview to verify the respondent's answer or logical consistency, allow to enter both a question and comments of the interviewer - all this is immediately accessible to your field staff. The latter would need practically no training to start working with the new questionnaire and the new software.

Speeding up questionnaire elaboration.

First of all, it is noteworthy thin the office version of DigSee SURE allows one to create template of any questionnaire very fast and conveniently.

Difference at the given stage from other software packages designed for preparation of questionnaire templates is that DigSee SURE is oriented on fulfilment of definite tasks, namely - on the task of question-by-question preparation of questionnaire, and therefore questionnaire template is elaborated in the shortest terms. During the template elaboration you can see all the available options and possible types of questions, and thus in order to start developing a questionnaire you do not need any special training.

Moreover, when preparing the questionnaire template, you can set special rules, which would not allow any input errors. For your questions you can set a control of allowed intervals (syntactical control), specify where the answers are mandatory or optional, "smart" navigating through the questionnaire depending on the answers of the respondent, and logical rules which will allow one to find mismatches in the form input or "lapses of logic" in the respondent's answers directly during the input process.

Reduction of survey preparation time due to incorporation of the earlier experience.

DigSee SURE allows you to store in the system all templates of questionnaires and forms, which you have ever created. Thus, you can easily copy any of earlier used questionnaires and make "cosmetic" modifications in order to satisfy current requirements. Template creation in the image and likeness of

the available one can now be reduced to a few minutes!
You acquire an opportunity of practically errorfree input of a large number of paper questionnaires at your office.

If you need to enter without errors a plenty of forms or questionnaires at your office (for example, those received by mail from "home users"), the Network SURE solution can assist you to reduce the input time and expenses with simultaneous reduction of the number of errors made by operators. All the above advantages, combined with two data input options ("keyboard only" and "keyboard + mouse"), and with a possibility of simultaneous entry of questionnaires from several workplaces and placement of the results on the central server - all these features make DigSee SURE to be quite indispensable for input of questionnaires.

Storage/Search/Editing of questionnaires. Export for further analysis.
At the central office, the DigSee SURE system allows effectively to find /view /organise a storage of the arrays of the questionnaire.
Thus, the system allows to export/compile arrays of questionnaires, to search for the questionnaire, to switch fast to the required questionnaire or question. Managers can analyse the questionnaires marked as incorrect to define any lack of logic in them.
For further analysis, it is possible to speedily export files into a common .csv format (it is supported by the majority of statistical packages) or directly into Microsoft Excel.

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.*

1.4.4 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.

Extend the power of your enterprise resources out into the field.
DigSee SURE can change the work style of your field staff. Using very popular and cost-effective PALM handhelds your workers will always have a possibility to enter the correct information and to transfer it to the office in a few minutes. Now solution for the input of diverse forms, reports and

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questionnaires is advanced to the forward position: into the field and time of a meeting between your field staff and a client.

Furnish your office staff with a capability of transferring the required form to the field representative directly during a meeting with a client.

Living in a real mobile world with diverse services and contingencies, a representative of your company can always face the necessity to fill in an unexpected (impromptu) form. E.g., a client may wish to order a new service, or a special insurance claiming form needs to be entered. In these cases, your field representative can send the corresponding request to the office, and office workers will transmit the new form directly to the representative's PALM organiser, while the meeting is still held with the client. Moreover, in order to fill such forms, your field representatives require no previous training: the transferred questionnaire template would already contain all issues required for the respective interview conduction. The rules, which would not allow one to enter the incorrect information; transitions or "skip patterns", which would minimise an input time of a form or questionnaire; logical rules, which would provide immediate check-up of the input correctness and logical consistency of the respondent's answers during the interview with the latter; availability of both a written question for the respondent and a commentary for the interviewer - all these capabilities is immediately accessible to your field representatives. Besides, the latter will also have an option of immediate entry of the data required and its wireless transfer to the central office, for example, by using the built-in capabilities of mobile communication.

Service quality improvement/Minimisation of input errors and expenses related to field data error correction.

Although a single error made in the insurance business can be critical, the number of errors in primary data input for the insurance forms is still high, which require costly multistage procedures of data entry and verification. A more cost-effective alternative is presented by DigSee SURE solution: it leaves an operator with no other options but to enter the information correctly! Special control rules, repeated input options, automatic data copying, control of allowed intervals, and "smart" navigating through the form or questionnaire - such a combination makes it possible to minimise losses of your company related to the input data error correction. Moreover, you can take advantage of the possibility to set special logical rules in the descriptions of your forms and questionnaires, which will notify your representative about "logic inconsistency" of the client or about the input errors detected during his (her) meeting with that client.

Solution, which is always at your fingertips.

Insurance agents furnished with Palm SURE solution would enjoy the consumers' preference, because any time and any place they have a possibility to fill in and the results of their meeting with the client. PALM solution always fits one's shirt pocket or a purse.

Means of regional expansion.

Palm SURE, due to its mobile capabilities, offers you a cost-effective possibility to expand the territory covered by your field staff.

Moreover, field representatives would no longer need to visit the central office in order to deliver their work results - these would be transferred remotely and become accessible to the central management in a few seconds.

Operation in difficult conditions.

Your field staff will have an opportunity to fill in the forms in difficult conditions, for example, in public transport or in a crowd. PALM device being conveniently placed in your palm, you are getting a unique possibility of filling forms (e.g., claiming forms) in difficult conditions and/or unfriendly work environment.

More safety for your field staff.

Unfortunately, the world we live in is not ideal: too many localities are quite unsafe and unfriendly to outsiders. A person with an expensive-looking notebook is exposed to unjustifiable hazard in such localities. On the other hand, demonstration of such "red tape" attributes as paper forms provokes animosity and, sometimes, even aggression. Therefore, an option of furnishing insurance agents with

a very cost-effective PALM organiser, which can be hidden in a shirt pocket or in a purse, will guarantee more safety to your field staff.

Service quality improvement due to multipurpose PALM applications.
As soon as you acquire PALM SURE solution for mobile input of questionnaires and forms, you can enjoy a full range of PALM organising capacities: scheduler, alarm clock, calculator, electronic notepad, e-mail and a lot of other handy built-in solutions.

You will get an opportunity for effective management of your field staff.
An authorised manager decides which questionnaire should be transferred into handhelds of which particular mobile representative. Moreover, questionnaires received from different representatives can be stored in different arrays of questionnaires, this gives you a possibility to evaluate the survey quality and a scope of work of each particular representative separately. Moreover, why not prepare your internal reports as forms and order your field staff to enter their daily reports in such a form? In this case, you will have effective monitoring of daily activities, whereabouts, results and expenses of your field staff!

You acquire an opportunity of practically errorfree input of a large number of paper questionnaires at your office.
If you need to enter without errors a plenty of forms or questionnaires at your office (for example, those received by mail from "home users"), the Network SURE solution can assist you to reduce the input time and expenses with simultaneous reduction of the number of errors made by operators. All the above advantages, combined with two data input options ("keyboard only" and "keyboard + mouse"), and with a possibility of simultaneous entry of questionnaires from several workplaces and placement of the results on the central server - all these features make DigSee SURE to be quite indispensable for input of questionnaires.

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.*

1.4.5 Manufacturing

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?

Close, but not a cigar. The right out-of-the-box solution is called DigSee SURE!

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.
Just in case, you may start from a small step forward: install the office version of DigSee SURE, and for the minimal costs you will get an opportunity to create forms in the shortest terms and to set rules

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of their computer performance. Even at the first stage, due to enhanced input of errorfree questionnaires, you will enjoy a cost reduction and obtain a reliable accounting database without any significant investments in such automation. This achievement may encourage you to make the following step forward: with reasonable inputs you extend the power of DigSee SURE solution to your workers in the field equipped with PALM handhelds.

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.

Now you would not suffer anymore from interruptions in the engineering process schedule related to information gaps or unprocessed data. Your workers will always have a possibility to fill in a few minutes the required form, which describes either an order for raw materials/equipment, task order, or report on the operation performed - and in a few seconds this information will reach the central office. Small PALM organisers can be equipped with wireless network capacities (e.g., based on the 802.11b technology) and operate all over the industrial site.

Dramatic reduction of expenses on quality control and production control with simultaneous enhancement of decision-making processes.

Quality control or production control procedures usually envisage filling of some paper forms. Then a specially assigned staff provides entry and processing of data obtained from these forms. Alternatively, DigSee SURE will furnish you with a powerful tool that allows you to enter the account or control forms in the real time scale of your technologic process! Using a compact and handy PALM handheld, you enter data straight into computer in easy-to-use form.

No further distortions, no necessity to organise special workplaces for the data input, plus anytime you can flash the stored data into the central computer, where they'll ready for processing.

Data entry in difficult conditions or/and mobile environment.

Some production conditions may be very uncomfortable for filling in paper forms. And if you are on the move, the latter become exclusionary. However, such possibilities are rendered by DigSee SURE - a pocket-sized PALM solution, which is always at your fingertips.

Service quality improvement due to multipurpose PALM applications.

As soon as you acquire Palm SURE solution for mobile input of questionnaires and forms, you can enjoy a full range of PALM organising capacities: scheduler, alarm clock, calculator, electronic notepad, e-mail and a lot of other handy built-in solutions.

Means of regional expansion.

Palm SURE, due to its mobile capabilities, offers you a cost-effective possibility to expand the territory covered by your field staff. Moreover, field representatives would no longer need to visit the central office in order to deliver their work results - these would be transferred remotely and become accessible to the central management in a few seconds.

If your company has numerous subdivisions - DigSee SURE is easily adaptable for any particular business structure.

Due to subsystems of import/export of templates and questionnaire arrays, it is possible to organise distributed input of questionnaires and forms in remote departments using standalone desktops and notebooks with no network capabilities. Then the data exchange is possible, using file transfer by floppy disks, CDs, e-mail, etc.

The above combination of functions provides you with an opportunity for effective management of your field staff.

An authorised manager decides which questionnaire should be transferred into handhelds of which particular mobile representative. Moreover, questionnaires received from different representatives can be stored in different arrays of questionnaires; this gives you a possibility to evaluate the survey quality and a scope of work of each particular representative separately. Moreover, why not prepare your internal reports as forms and order your field staff to enter their daily reports in such a form? In this case, you will have effective monitoring of daily activities, whereabouts, results and expenses of your field staff!

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.*

1.4.6 Contract/Subcontracting/Outsourcing services

If your business involves outsourcing services, provision of hired labour to your contractors, or fulfilment of contract operations by the orders of your clients, in can be stated that success of your business depends on minimisation of your costs, possibilities of territorial expansion of your services, better control and monitoring of your contract staff work activities, as well as on due and diligent submission of adequate reports to your clients. You may think that in the real world these goals cannot be achieved without huge investments?

However, there is a cost-effective alternative: DigSee SURE out-of-the-box solution will solve the above tasks and help to expand your business.

Means of regional expansion.

DigSee SURE offers your field staff/contract workers a cost-effective mobile solution with remote information exchange. No more unnecessary visits to the central office. The forms of research or survey designed for your clients, as well as account forms for your representatives, would be transferred remotely to PALM organisers of your representative either wirelessly or by usual phone lines.

Possibility to develop an account form, survey form or questionnaire for a new client and new type of operation in the shortest time with no special skill requirements.

First of all, it is noteworthy thin the office version of DigSee SURE allows one to create template of any questionnaire very fast and conveniently. Difference at the given stage from other software packages designed for preparation of questionnaire templates is that DigSee SURE is oriented on fulfilment of definite tasks, namely - on the task of question-by-question preparation of questionnaire, and therefore questionnaire template is elaborated in the shortest terms. During the template elaboration you can see all the available options and possible types of questions, and thus in order to start developing a questionnaire you do not need any special training. Moreover, when preparing the questionnaire template, you can set special rules, which would not allow any input errors. For your questions you can set a control of allowed intervals (syntactical control), specify where the answers are mandatory or optional, "smart" navigating through the questionnaire depending on the answers of the respondent, and logical rules which will allow one to find mismatches in the form input or "lapses of logic" in the respondent's answers directly during the input process.

Reduction of survey preparation time due to incorporation of the earlier experience.

DigSee SURE allows you to store in the system all templates of questionnaires and forms, which you have ever created. Thus, you can easily copy any of earlier used questionnaires and make "cosmetic" modifications in order to satisfy current requirements. Template creation in the image and likeness of

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the available one can now be reduced to a few minutes!

Dramatic cost reduction on training of your contracting network/field staff on new account forms, research or survey questionnaires.

The prepared templates of account forms, research or survey questionnaires already contain all issues required for the respective data entry. The rules, which will not allow operator to enter incorrect information, transitions or "skip patterns", which would minimise time of interview, logical rules, which will allow during interview to verify the respondent's answer or logical consistency, allow to enter both a question and comments of the interviewer - all this is immediately accessible to your field staff. The latter would need practically no training to start working with the new questionnaire or form.

Possibility of immediate generation of detailed reports for your clients.

In a few minutes, all remotely entered forms are transferred to the central office, where they can be effectively merged in DigSee SURE and immediately submitted to the client. Moreover, all received data can instantaneously be exported into Microsoft Excel or other software packages, as well as submitted to the client as text and .scv format files.

Service quality improvement/Minimisation of input errors.

DigSee SURE solution leaves no other options to an operator but to enter the information correctly! Special control rules, repeated input options, automatic data copying, control of allowed intervals, and "smart" navigating through the form or questionnaire - such a combination makes it possible to minimise losses of your company related to the input data error correction. Moreover, you can take advantage of the possibility to set special logical rules in the descriptions of your forms and questionnaires, which will notify your representative about "logic inconsistency" of the client or about the input errors detected during his (her) meeting with that client.

Service quality improvement due to multipurpose PALM applications.

As soon as you acquire Palm SURE solution for mobile input of questionnaires and forms, you can enjoy a full range of PALM organising capacities: scheduler, alarm clock, calculator, electronic notepad, e-mail and a lot of other handy built-in solutions.

Low automation costs. Reliability.

PALM personal organiser is presently the best-selling organiser in the world due to its unique combination of high quality/reliability and low cost. This gives you a possibility to automate all your workers at amazingly low costs.

You will get an opportunity for effective management of your field staff.

An authorised manager decides which questionnaire should be transferred into handhelds of which particular mobile representative. Moreover, questionnaires received from different representatives can be stored in different arrays of questionnaires, this gives you a possibility to evaluate the survey quality and a scope of work of each particular representative separately. Moreover, why not prepare your internal reports as forms and order your field staff to enter their daily reports in such a form? In this case, you will have effective monitoring of daily activities, whereabouts, results and expenses of your field staff!

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

- *Means of regional expansion*
- *Possibility to develop an account form, survey form or questionnaire for a new client and new type of operation in the shortest time with no special skill requirements*
- *Reduction of survey preparation time due to incorporation of the earlier experience*
- *Dramatic cost reduction on training of your contracting network/field staff on new account forms, research or survey questionnaires*
- *Possibility of immediate generation of detailed reports for your clients*
- *Service quality improvement/Minimisation of input errors*
- *Service quality improvement due to multipurpose PALM applications*
- *Low automation costs. Reliability.*

- *Opportunity for effective management of your field staff*

1.4.7 State and public organisations, social and municipal services

Ask anyone: "How do you communicate with state organisations?", and most probable answer will be: "I just fill in the forms." And the importance of correct processing of these forms cannot be overestimated, insofar as forms represent interests of real people. **On the other hand, social services feel obliged to help visitors in filling in these forms. And, finally, 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 above tasks with simultaneous increase of mobility and reduction of a feedback time.

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.
If you need to enter without errors a plenty of forms or questionnaires at your office (for example, those received by mail"), the Network SURE solution can assist you to reduce the input time and expenses with simultaneous reduction of the number of errors made by operators. These forms can be practically of any type: tax returns, claims on receiving of social assistance, on the passport form, driving license form and other. The distinctive feature the proposed software is that rather than representing a paper form on the computer screen, it envisages an optimised "answer after answer" input process.

What makes the input of forms and questionnaires errorfree?

- first of all, support of automatic navigating through a questionnaire depending on the answer of the respondent. For example, if the person answered. that he (she) is unemployed, after input of this answer by operator the system would skip the next questions irrelevant to unemployed and pass to the block of questions for the unemployed
- set-up of special rules for checking the allowed data intervals. For example, the age of any respondent would hardly exceed 150 years, and therefore the program will block this input.
- a possibility of check on the input data logical integrity by setting logical rules for the questionnaire
- setting up fields of mandatory or optional input
- a possibility to enter the commentary to questions
- support of all types of questions
- a possibility to use reference tables (for example, occupational codifier tables) during input and effectively search through them
- possibility of using special attributes of input, which guarantee input correctness, such as a request of repeated input (e.g., repeated input of the social insurance card number, which represents a critical information)

What makes the input convenient?

- Data entry optimisation due to fast input using only keyboard.
- A possibility to enter answers by checking available options by mouse
- A possibility of simultaneous operation by several operators for the input of questionnaires using one database located on the server.
- A possibility of reviewing logically incorrect and correct questionnaires
- Easy-to-use search /store/transfer options for the filled questionnaires and forms

The developed system of reports

All these features make DigSee SURE to be quite indispensable for input of questionnaires.

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DigSee SURE is an indispensable assistant of social workers both at office, and in the field.

Insofar as Palm SURE solution is installed on PALM handheld organiser furnished with wireless network capabilities, it becomes indispensable office assistant of a social worker. The latter is no more tied up to his (her) desktop and can more freely communicate with the visitor, simultaneously entering answers into the handheld. This is handy, simple and errorfree!

Before asking a question, the social worker can see each question and comments to it, if any, 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 will receive better results in a shorter time, and you sharply reduce costs. You would not need to organise secondary-stage data input anymore - questionnaires are entered into computer, when it is necessary - during your meeting with a visitor.

Support of operations of municipal services.

The Palm SURE solution will give a true mobility to your employees.

This pocket-sized solution is always at hand; it requires only a few minutes to provide results of operations performed or inquiry on realisation of operations, and to transmit these to the central office, - it will open quite a new life to your city management.

You can see how Palm SURE can assist in automating the operation of the transport municipal service here. (ссылка) (Research and management of a transport municipal service)

DigSee SURE will support automation of the population survey for the State Statistical Bureau.

More safety for social workers.

Unfortunately, the world we live in is not ideal: too many localities are quite unsafe and unfriendly to outsiders. A person with an expensive-looking notebook is exposed to unjustifiable hazard in such localities. On the other hand, demonstration of such "red tape" attributes as paper forms provokes animosity and, sometimes, even aggression.

Therefore, an option of furnishing insurance agents with a very cost-effective PALM organiser, which can be hidden in a shirt pocket or in a purse, will guarantee more safety to social workers.

DigSee SURE will assist you to get impressive results with minimal efforts.

Social services are focused on the interests of common citizens. It would be in the interests of any social worker to achieve an impressive improvement of his/her services and expect the respective endorsement from the management. The possibility of personal career growth due to implementation of our solution should be quite a good incentive for choosing DigSee SURE system by social workers.

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

DigSee SURE will assist you to get impressive results with minimal efforts

1.4.8 Pharmaceuticals

Pharmaceutical industry is characterised by a high level of competitiveness, which requires each competitor to recruit high-qualified field staff and permanently improve its performance. Thus, the success of your pharmaceutical business depends first of all on the management and monitoring of your field staff network, as well as on the efficiency of your workers' co-operation with doctors and customer's representatives (pharmacies and other organisations).

We can provide you with a cost-effective solution suitable for your implementation in a few days, which will give your workers in the field a possibility to reduce time of visit, and give you means for dynamic monitoring of the market and control of your representatives' work activity practically in the real time scale.

DigSee SURE will allow you to develop account forms and questionnaires in the central office and speedily transfer them to your field representative, who may fill these directly during a meeting with customer. Moreover, the DigSee SURE solution will allow you:

Improvement of the efficiency of your workers in field due to optimisation of operating time with simultaneous quality improvement.
When having a business meeting with doctor, your representative will have an opportunity to enter the data on efficiency of pharmaceutical materials/drugs directly during this meeting, thus reducing time of data input and processing. During this meeting some materials and drugs will be transferred to the doctor for dissemination, and the respective list checked in the representative's database. Then a questionnaire, designed for doctors or drugstores in order to evaluate efficiency of certain drugs or market demand, can be filled in. Finally a short report on the meeting conducted will be entered into a handheld. Any result of the work activity of your representative can be recorded into his (her) PALM handheld speedily and effectively as an account form. And, what is the most important, all this information can be transmitted in a few seconds through wireless mobile communication to the central office. Thus, the central office will get a possibility to consolidate the data obtained into a form required for their analysis and immediately analyse the results.

DigSee SURE will allow you to conduct more qualitative analysis of the market, to improve your prediction and increase your profitability.

You will get an opportunity for effective management of your field staff.
An authorised manager decides which questionnaire should be transferred into handhelds of which particular mobile representative. Moreover, questionnaires received from different representatives can be stored in different arrays of questionnaires, this gives you a possibility to evaluate the survey quality and a scope of work of each particular representative separately. Moreover, why not prepare your internal reports as forms and order your field staff to enter their daily reports in such a form? In this case, you will have effective monitoring of daily activities, whereabouts, results and expenses of your field staff!
Insofar as your field staff can minimise visits to the central office in order to "touch base" -
You can expand the network of your regional representatives/commercial agents.

Low automation costs. Reliability.
At present, PALM personal organiser is the best-selling organiser in the world due to its unique combination of high quality/reliability and low cost. This gives you a possibility to automate operation of all your workers at amazingly low costs.

Dramatic cost reduction on training of your contracting network/field staff on new account forms, research or survey questionnaires.
The prepared templates of account forms, research or survey questionnaires already contain all issues required for the respective data entry. The rules, which will not allow operator to enter incorrect information, transitions or "skip patterns", which would minimise time of interview, logical rules, which will allow during interview to verify the respondent's answer or logical consistency, allow to enter both a question and comments of the interviewer - all this is immediately accessible to your field staff. The

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latter would need practically no training to start working with the new questionnaire or form.

Service quality improvement due to multipurpose PALM applications.
As soon as you acquire PALM SURE solution for mobile input of questionnaires and forms, you can enjoy a full range of PALM organising capacities: scheduler, alarm clock, calculator, electronic notepad, e-mail and a lot of other handy built-in solutions

Solution, which is always at your fingertips.
Insurance agents furnished with Palm SURE solution would enjoy the consumers' preference, because any time and any place they have a possibility to fill in and the results of their meeting with the client. PALM solution always fits one's shirt pocket or a purse.

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

- *Improvement of the efficiency of your workers in field due to optimisation of operating time with simultaneous quality improvement.*
- *DigSee SURE will allow you to conduct more qualitative analysis of the market, to improve your prediction and increase your profitability.*
- *You will get an opportunity for effective management of your field staff.*
- *You can expand the network of your regional representatives/commercial agents*
- *Low automation costs with high reliability.*
- *Dramatic cost reduction on training of your contracting network/field staff on new account forms, research or survey questionnaires*
- *Service quality improvement due to multipurpose PALM applications*
- *Solution, which is always at your fingertips*

1.4.9 Transportation and Logistics

Among the factors that have a critical impact on the success of your business, the speed factor cannot be overemphasized. Speed is critical for your business operations and order processing, as well as obtaining the operative data on goods' delivery. Moreover, your turn-over directly depends the time of processing your invoices and accounts. Would you care to enhance these processes with simultaneous decrease of your expenses?

DigSee SURE will provide you with a reliable solution for your field staff supporting reception and processing of orders and invoices, record-keeping of shipments, as well as ensure you reliable monitoring of your mobile representatives.

A cost-effective solution, which is always at hand and fits one's palm, will give your workers a possibility to perform fast, errorfree and convenient input of results of their operations, to enter forms, which describe the current storage status of warehouses, and a formalised claims on delivery of goods and services.

When performing his (her) field operations, your mobile representative (e. g., a van driver) will have a solution that makes it possible to fill in immediately the results of daily work activity directly in the field and to transmit these in a few seconds to the central office.
Any results of operations of any transport mobile representative (e.g., a van driver) can be presented as forms: form of goods shipment, order form, merchandise form, form for the analysis of the storage status of warehouses, current expenses' form (with expenses on petrol, etc.). Practically any component of business activity can be formalised by forms. On the other hand, the DigSee SURE solution has been designed specially for processing and input of forms and questionnaires! Thus, your workers in the field will have a solution at hand, which will minimise the time of report preparation and

transfer of the operation results to the central office.

Service quality improvement/Minimisation of input errors and expenses related to field data error correction.

The price you pay for the mistakes during processing of your company orders can be quite high: wrong delivery order causes extra expenses on delivery of goods, time- and manpower consumption, etc. DigSee SURE solution leaves no other options to the operator but to enter the information correctly! Special control rules, repeated input options, automatic data copying, control of allowed intervals, and "smart" navigating through the form or questionnaire - such a combination makes it possible to minimise losses of your company related to the input data error correction. Moreover, you can take advantage of the possibility to set special logical rules in the descriptions of your forms and questionnaires, which will notify your representative about "logic inconsistency" of the client or about the input errors detected during his (her) meeting with that client.

Means of regional expansion.

Palm SURE, due to its mobile capabilities, offers you a cost-effective possibility to expand the territory covered by your field staff. Moreover, field representatives would no longer need to visit the central office in order to deliver their work results - these would be transferred remotely and become accessible to the central management in a few seconds.

Service quality improvement due to multipurpose PALM applications.

As soon as you acquire PALM SURE solution for mobile input of forms, you can enjoy a full range of PALM organising capacities: scheduler, alarm clock, calculator, electronic notepad, e-mail and a lot of other handy built-in solutions.

Low automation costs. Reliability.

PALM personal organiser is presently the best-selling organiser in the world due to its unique combination of high quality/reliability and low cost. This gives you a possibility to automate all your workers at amazingly low costs.

You will get an opportunity for effective management of your field staff.

An authorised manager decides which questionnaire should be transferred into handhelds of which particular mobile representative. Moreover, questionnaires received from different representatives can be stored in different arrays of questionnaires, this gives you a possibility to evaluate the survey quality and a scope of work of each particular representative separately. Moreover, why not prepare your internal reports as forms and order your field staff to enter their daily reports in such a form? In this case, you will have effective monitoring of daily activities, whereabouts, results and expenses of your field staff!

Turnover increase. Cost reduction. Paperless technology.

Insofar as results of operation of your field workers become accessible for the analysis by the central office at the same day when these are sent, your turnover increases. Payments for the services performed are received from the clients more speedily, it is possible to execute more orders, field representatives (drivers) can enhance their field performance. Besides, there is no more necessity to allocate staff for the input of the filled forms at the central office, as far as all forms are filled in the field using paperless technologies.

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

- *DigSee SURE will provide you with a reliable solution for your field staff supporting reception and processing of orders and invoices, record-keeping of shipments, as well as ensure you reliable monitoring of your mobile representatives.*
- *When performing his (her) field operations, your mobile representative (e. g., a truck driver) will have a solution that makes it possible to fill in immediately the results of daily work activity directly in the field and to transmit these in a few seconds to the central office.*
- *Service quality improvement/Minimisation of input errors and expenses related to field data error correction*

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Means of regional expansion

- *Service quality improvement due to multipurpose PALM applications*
- *Low automation costs with high reliability.*
- *Effective management of your field staff.*
- *Turnover increase. Cost reduction. Paperless technology.*

1.4.10 Financial Services

If you are in the financial business and keep up with the strategy of successful financial organisations, then you must share the opinion that the future of this business is closely related with solutions, which improve quality of the office service with simultaneous extension of your solutions into field. Improvement of the service quality in the office involves enhanced processing of numerous paper forms and questionnaires, while the successful extension of your solutions into field means options of mobile data entry under the field conditions including entry of work results into a formalised but convenient form and their mobile transfer to the office.

The DigSee SURE solutions will allow you to achieve these purposes in the shortest terms.
By taking advantage of our solutions, you can avoid any financial risks and implement the state-of-the-art wireless technology that would leave behind your competitors.

At present, the available versions of the software can be installed into the following hardware:

- PALM handheld
- standalone desktop computer or notebook
- server with a possibility of information storage in one database
- client computer in a local network, which allows one to work with the data directly on the server.

The all diverse versions combined with the import/export capacities give us a possibility to customise the system for your particular business structure, which procedure can be performed gradually to avoid any hazards and discrepancies.

Minimisation of losses in data input quality practically to zero. Significant improvement of interviewing quality. Exclusion of secondary stage of data entry and the respective expenses.
The way it works in the field is the following. Your field representative holds a small and light PALM organiser and, simultaneously with performance of your work activities (meeting with a client, market research, or filling in account forms), enters the respective answers one after another 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 or form!
Now you receive better results in a shorter time, and you sharply reduce costs.
You would not need to organise secondary-stage input of the forms, reports and questionnaire received from your field staff - these are entered into computer, when it is necessary - at the moment of realisation of field operations!

After filling the forms, report or questionnaire, your remote representative can transmit the results to the central office in a few seconds, in a form ready for processing.
This provides the following:
Dramatic rise in the productivity of your transactions with simultaneous drop in their time-consumption.

You will get an opportunity of effective management of your field staff.
An authorised manager decides which questionnaire should be transferred into handhelds of which particular mobile representative. Moreover, questionnaires received from different representatives can be stored in different arrays of questionnaires, this gives you a possibility to evaluate the survey quality and a scope of work of each particular representative separately. Moreover, why not prepare your internal reports as forms and order your field staff to enter their daily reports in such a form? In this case, you will have effective monitoring of daily activities, whereabouts, results and expenses of your field staff! Now your field staff would not require frequent visits to the central office for data exchange. You can expand the regional network of your representatives/commercial agents. You acquire an opportunity of practically errorfree input of a large number of paper forms and questionnaires at your office. Let us assume that your line of business requires from your clients to fill in numerous forms, which they either send by mail or delivered to your office. Thus, errorfree data of your clients is critical for you. We can ensure a very fast errorfree input of large arrays of forms and questionnaire at your office.

The Network SURE solution can assist you to reduce the input time and expenses with simultaneous reduction of the number of errors made by operators.

What makes the input of forms and questionnaires errorfree?
- first of all, support of automatic navigating through a questionnaire depending on the answer of the respondent. For example, if the person answered that he (she) is unemployed, after input of this answer by operator the system would skip the next questions irrelevant to unemployed and pass to the block of questions for the unemployed
- set-up of special rules for checking the allowed data intervals. For example, the age of any respondent would hardly exceed 150 years, and therefore the program will block this input.
- a possibility of check on the input data logical integrity by setting logical rules for the questionnaire
- setting up fields of mandatory or optional input
- a possibility to enter the commentary to questions
- support of all types of questions
- a possibility of using reference tables (for example, occupational codifier tables) during input and effectively search through them
- a possibility of using special attributes of input, which guarantee input correctness, such as a request of repeated input (e.g., repeated input of the social insurance card number, which represents a critical information)

What makes the input convenient?
- Data entry optimisation due to fast input using only keyboard.
- A possibility to enter answers by checking available options by mouse
- A possibility of simultaneous operation by several operators for the input of questionnaires using one database located on the server.
- A possibility of reviewing logically incorrect and correct questionnaires
- Easy-to-use search /store/transfer options for the filled questionnaires and forms
- The developed system of reports

All these features make DigSee SURE to be quite indispensable for input of questionnaires.

Service quality improvement/Minimisation of input errors and expenses related to field data error correction.
Although a single error made in the financial business can be critical, the number of errors in primary data input for the account forms is still high, which require costly multistage procedures of data entry

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and verification. A more cost-effective alternative is presented by DigSee SURE solution: it leaves an operator with no other options but to enter the information correctly! Special control rules, repeated input options, automatic data copying, control of allowed intervals, and "smart" navigating through the form or questionnaire - such a combination makes it possible to minimise losses of your company related to the input data error correction. Moreover, you can take advantage of the possibility to set special logical rules in the descriptions of your forms and questionnaires, which will notify your representative about "logic inconsistency" of the client or about the input errors detected during his (her) meeting with that client.

Solution, which is always at your fingertips.
Insurance agents furnished with Palm SURE solution would enjoy the consumers' preference, because any time and any place they have a possibility to fill in and the results of their meeting with the client. PALM solution always fits one's shirt pocket or a purse.

Service quality improvement due to multipurpose PALM applications.
As soon as you acquire PALM SURE solution for mobile input of questionnaires and forms, you can enjoy a full range of PALM organising capacities: scheduler, alarm clock, calculator, electronic notepad, e-mail and a lot of other handy built-in solutions.

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

- *The DigSee SURE solutions will allow you to achieve these purposes in the shortest terms.*
- *By taking advantage of our solutions, you can avoid any financial risks and implement the state-of-the-art wireless technology that would leave behind your competitors.*
- *Minimisation of losses in data input quality practically to zero. Significant improvement of interviewing quality. Exclusion of secondary stage of data entry and the respective expenses.*
- *Dramatic rise in the productivity of your transactions with simultaneous drop in their time-consumption.*
- *You will get an opportunity of effective management of your field staff.*
- *You can expand the regional network of your representatives/commercial agents.*
- *You acquire an opportunity of practically errorfree input of a large number of paper forms and questionnaires at your office.*
- *Service quality improvement/Minimisation of input errors and expenses related to field data error correction.*
- *Solution, which is always at your fingertips.*
- *Service quality improvement due to multipurpose PALM applications.*

1.4.11 Any other industry

The mainstream of your company business may happen to be in any industry other than the above-mentioned, but none the less you do intend to expand your business into field, to reduce your costs and to increase the turnovers. In this case, you can familiarize yourself with the following list: if the implementation of at least few proposed options is lucrative for your business, then we see you as our potential client!

On the one hand, our applications may be very helpful, if you have some field staff and require to:

- receive remotely in the formalised form their results (reports on their work activities, orders, forms, market research analysis, results of various surveys, formalised orders on shipment of goods or operations performed, etc.)
- ensure reception by your office of the work results that can by immediately used for their and real-time-scale analysis improve. your field staff management
- territorially expand your business.
- reduce time-consumption of your business processes.
- reduce data processing costs related to your field staff reports on their work activities

- dramatically reduce the number of data input errors made your staff with simultaneous replacement of paper forms and questionnaires by state-of-the-art paperless technologies.
- give your workers a true mobility and possibility to cope with data input in difficult conditions
- provide your workers with a pocket-sized cost-effective handheld organiser with such capacities as e-mail, contacts, scheduler, alarm clock, calculator, etc.
- implement innovative technologies in the shortest terms and with low costs

On the other hand, you can take advantage of our office applications, if you require for your office to achieve any of the following goals:

- automate the simultaneous multiuser input of numerous forms and questionnaires
- ensure that your data input is convenient and errorfree
- enhance creation of electronic forms, account forms or questionnaires
- provide "smart" check of the filled forms that would not allow operators to enter logically incorrect data
- take advantage of the earlier experience and the respective data accumulated
- improve your business forecasts
- provide your clients with permanently updated and adequate outputs of your work on their orders.

If you feel like you are our potential client, you may want to contact our representatives, so they would tell you how it is possible to achieve your

1.5 Desktop/Notebook SURE: features

DigSee SURE has the following distinctive features:

- ***high speed of data preparation, input and processing:***
  - fast and handy preparation of templates;
  - information input is speedy and ergonomic, both from keyboard and with the help of the keyboard and mouse;
  - fast and simple converting into external formats;
- ***flexibility:***
  - possibility of template creation for any types of questionnaire;
  - the information scope is limited only by the computing system resources;
- ***simplicity and convenience in operation:***
  - operation in the Microsoft Windows environment;
  - navigating means for fast access to any questionnaire within one questionnaire array or by any characteristic within one questionnaire;
  - subdivision of questionnaires into different arrays depending on the level of the questionnaire correctness;
- ***intelligent processing:***
  - support of the logical rules of questionnaire analysis by characteristics and their interaction;
  - support of automatic navigating through each questionnaire;
  - possibility of separate editing and review of logically correct and logically incorrect questionnaires;
- ***scalability and safety:***
  - possibility of using the system in structure of the enterprise - organisation of remote workplaces and departments due to the import/export capabilities;
  - support of the system administration, set-up of the users' list, logins, passwords and access rights;
  - possibility of the system extension due to usage of network workplaces, which would

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operate with the uniform database in a local network of the enterprise or in Intranet network;
- system extension option by remote support of the field staff: application of the Palm SURE system for cost-effective PALM handhelds.

1.6 DesktopPC/Notebook SURE: Benefits

DigSee SURE is an automation tool for the processes of input, editing and search of the sociological questionnaires.

The basic operations provided by the system are:
- Creation of the questionnaire template.
- Input and careful check-up of all elements of the questionnaire.
- The task of navigating under the questionnaire.
- The task of the rules of a control of certainty of the input information.
- Input and editing of the array of the questionnaire on desktop/portable PC remote workplaces.
- Review and check-up of the information.
- Export of the array of the questionnaire to external formats for further statistical processing

Implementation of DigSee SURE resolves the following problems:

Possibility to create questionnaires and forms "on the fly". Now the problems of developing a new questionnaire and its formalisation for further input are reduced to a one-stage task. The process of questionnaire formalisation passes naturally simply and visually. It is not necessary anymore to keep numerous paper versions of your questionnaire. SURE allows to you keep several descriptions of different forms and questionnaires, speedily create new questionnaire based on your previous elaborations, just by copying and editing of a template available. It is very simple to set parameters of questions, such as mandatory or optional, request for repeated entry, "user hint" option by way of previous questionnaire entry. It is possible to set intervals.

All popular types of questions are supported, such as:
- input of numbers
- integers
- yes /no
- yes /no/I don't know
- alternative option (one option from the list)
- sample (it is possible to select many options from the list)
- a choice from the qualifier (for example, mail index)

In a questionnaire, it is possible to set questions that require a unique answer - the so-called key. To set an automatic key is also possible. For each question it is possible to enter the user's text - comments.

For the whole questionnaire, you can set navigating - automatic transition from question to question through the questionnaire depending on the answer of the respondent. Also there is a possibility to set logical rules for the questionnaire, which would allow you to provide additional check-up of the data during their input.

SURE improves the efficiency of staff operation at questionnaire input with simultaneous quality improvement. This is achieved due to:
- optimisation of the input process for both keyboard only and keyboard + mouse options
- syntactical control of questionnaires on input (request of an answer / possibility of no response/check allowed intervals)
- "smart" control of questionnaires during their input due to usage of special logical rules (questionnaire, which have been entered by operator without errors, but contained logic errors.

For example, the respondent gives contradictory answers on two semantically identical characteristics).
- significant reduction of the amount of input information due to the automatic navigating through the questionnaire (transitions to other questions depending on the answer of the respondent)
- usage of special characteristics for particular types of questions allows one to avoid mistakes. It is possible to set a request for a repeated input of the critical information, for example, number of one's social insurance card. It is possible to set that by default operator be offered the corresponding data from a previous questionnaire. For example, field "operator name" will be proposed by default for all questionnaires after the first one is completed, which would allow to minimise time and reduce the number of mistakes.

Business expansion with simultaneous cost reduction. Due to the time savings in the development of questionnaires, software formalising, and, what is most important, due to speedy acquisition of adequate and correct information, you can expand your business without any additional costs.

Better competitiveness of your business and services. Usage of DigSee SURE solution allows you to define the bottlenecks in your company business-processes "on the fly" due to acquisition of the results of interviews and questionnaires obtained from your employees and clients.

Quality improvement of estimations and predictions. If the primary data are wrong, it is very difficult to improve the quality of estimations. Sometimes it is practically impossible. Usage of the DigSee SURE system will allow you to control the information at once at the moment of its input. Moreover, usage of navigating and syntactical control makes it possible to reduce the number of operator errors practically to zero. The available powerful tool of logical control of the answers allows you to analyse the questionnaire "validity" and "integrity". There is a possibility to "catch" questionnaires, which are entered without operator's errors, but still contain logic errors. For example, the respondent contradicts himself/herself on two semantically identical characteristics. Here operator has a possibility to save such logically incorrect questionnaire for its further analysis by managers and analysts.

Safety of information critical for your company. Separation of different business-processes. DigSee SURE has a built-in security system. The base of the data storage in the SURE system is the SQL database, which provides integrated data storage and guarantees that your information remains confidential. The users of your system will have different access rights. The rights are set by the system administrator.

For each user it is possible to set his(her) login and password, to set or cancel the following rights:
- to view already entered questionnaires
- to enter new questionnaires
- to edit questionnaires
- to create/edit questionnaire templates.

Find a breakthrough for a sharp increase of profits by zero risk investment in the latest technologies.

Amazingly cost-effective solution DigSee SURE is distributed in a form completely ready-to-use and out-of-the-box.

In less than one hour, the solution is installed on your computers. Moreover, as our solutions are verified by time, we are ready to install for you completely serviceable solution for a test period without any payment required for the test period.

The Desktop/Notebook solutions require no additional office equipment. The solution can be installed on any desktop computer with any of the most popular operating systems from the company Microsoft: Windows 98/NT/2000/ME/XP.

DigSee SURE gives you a unique possibility to improve the profitability of your enterprise without bearing any financial risks.
- Support of your business extension and distributed structure.
- Depending on the particular business requirements, the system can be easily be extended.
- It is possible to start from one workplace.

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- Using the import/export capabilities, it is possible to organise a multiuser work of remote workplaces/departments. In this case, exchange of templates/questionnaires can be provided by the use of floppy disks, CDs, e-mail and other methods.
- In the case of increase in the number of users at your office, it is possible to organise collective operation: to process questionnaires in a local network or Intranet network of the company with a dedicated server, where all the required information will be stored (see Network SURE).

But the most productive and effective extension of the system is, in our view, its support of a true mobility! The company DigSee has completed development of PALM SURE, which is easily integrated with the office solution.

This version of the software is executed on compact and cost-effective PALM handhelds, which are much cheaper than desktop computers, can be carried in a shirt pocket and allow your field staff to fill in questionnaire and forms in-situ. Moreover, your remote representatives obtain the possibility to receive the updated forms, as well as to transmit their filled questionnaires to the office remotely: through a modem, or GSM/GPRS connection, or even via the Internet network.

1.7 Network Sure: Features

The network version DigSee SURE has been designed for multiuser input of questionnaires from several workplaces in a local network, as well as in the Intranet network.

DigSee SURE can operate both by the principle "one computer - one workplace - one data repository" and by the principle "many workplaces - many computers - one data repository".

The software network version allows several operators to work simultaneously with unified data repository. Our technology is based on the client - server technology and SQL Server as a reliable data repository.

Actually, each client network workplace has the same functionality as the Desktop/Notebook SURE software and differs only by method of connection to the database. By connecting to the database stored on the server, the user works with the unified office database of templates, questionnaires, qualifiers, and data arrays. Here an important role is played by the functionality of DigSee SURE, which provides system administration of the users, logins and different access rights.

Thus, in combination with the available export/import functions related to the templates of arrays for questionnaires and forms, it is possible to set up the required operation scheme of your business (whichever sophisticated and diversified), which will include the remote departments, each having several network workplaces and a set of mobile users.

1.8 Palm Sure: Benefits

Nowadays it is hard to find any business sector that would not require input and processing of questionnaires, forms and reports. And lately it also became evident that mobile solutions give incredibly high yields to the investments made in the state-of-the-art technologies.

The Palm SURE mobile system delegates full power of the SURE system to your remote representatives and field staff.

The impact of this solution on the business development cannot be too strongly emphasized.
This solution gives you a true mobility. Insofar as PALM is a pocket-sized handheld, you are getting a solution which is always at your fingertips. PALM solution would be too handy for your palm to ever

return to the cumbersome paper routine, when preparing and processing your forms and reports. Moreover, modern technologies of data transfer will allow your staff to transmit all filled questionnaire, forms and reports remotely without visiting your office. Such a fabulous concept has turned into a real and tangible product, which produces fabulous yields. For example, it allows you to conduct the express population survey in various regions with the results obtained, processed and summarised in a few hours! On the other hand, the required form (e.g., an insurance form) can now be filled in the real time scale during a meeting with a client, whereas your handheld provide simultaneous and automatic check-up of the semantic and logical correctness of the information input. Field representatives will find it easy and quite handy to provide daily reports on their work activities by filling in the results of their visits to clients. When conducting marketing research of particular shops by the order of large-scale companies, you wouldn't bear any costs on mail delivery for the form transfer or recruit any office staff for the input of these questionnaires. Office managers can monitor the work activities of their field staff by their reports, hire occasional workers using procedures that require filling of questionnaires and forms, organise work with visitors for the purposes of social services - and a lot of other options!

Let us see what exactly can be provided by the Palm SURE solution:

Simultaneous improvement of the field staff labour productivity and quality.
Now the process of filling-in questionnaires and forms would not be postponed, but be conducted during your interview with a client/respondent. It so is convenient to fill in the form constructed in the question-answer mode in the real time scale, when it is still possible to obtain more specific information or correct logical errors!
Moreover, with no desk space required to fill a paper form, the interviewer gets more flexibility and input speed. Palm SURE supports the same input quality as the office system, thus providing a simultaneous improvement of labour productivity and quality.

Company income increase due to the time savings in the office data processing.
The Palm SURE software allows all the latest versions of templates and questionnaires to be received by PALM, as well as all filled questionnaires to be transferred to the office in a few seconds. Thus, it is possible to transmit the questionnaires both via modem/land phone lines and via GSM/GPRS connection. The Internet connection will also allow you to synchronise the data with your office, without bearing the costs of long-distance phone calls. But this is not the limit yet! You can furnish your Palm with network functions: and if you work with clients at your office (e.g., social service) - you can enjoy the reduction of the cumbersome process of data synchronisation to a simple one-button-click operation. As one of such simplified solutions of data transfer, you may just insert your Palm device into a desktop synchronisation cradle.

Mobile staff management.
The Palm SURE software is fully administered from the office. Only in the office-installed workplace one can set up the list of users authorised to use the system remotely. Then the system administrator sets the list of templates for questionnaires and forms, which will be accessible for these remote staff users. On the other hand, all filled forms and questionnaires are stored in the office separately for each sender, which makes it possible to check data for each particular remote representative.

Cost-effective solution. Quick and risk-free return of the investments in technology.
PALM handhelds are now available for a price below 100 US dollars. Palm SURE software can be installed practically on any handhelds from diverse manufacturers with PALM operating system. This insures your investments in technology, because you purchase a software solution and do not depend on the hardware producer. Moreover, the share of PALM handhelds in the world production is prevailing and still ascending! Therefore, PALM handhelds are increasingly used as daily routine organisers (list of contacts, schedules, time-tables, e-mail, etc.) and become an integral part of any business management. Such multipurpose applications minimise one's hardware investments, but an actually drastic cost reduction is achieved when you install the Palm SURE software: questionnaires are simultaneously filled in, entered into PALM, checked, and remotely synchronised.
In this case, service quality improves especially because you concentrate all the functionality of Desktop SURE in a pocket-sized handheld device - thus, all questionnaires are entered easily and

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conveniently with automatic navigating provided, as well as a check-up of the input semantic and logical correctness. See Desktop/Notebook Sure.
All base functionality of the "large" system oriented on the questionnaire input is fully supported by a "small" handheld.
Finally, field staff would require no more than one introductory lecture to start using this system. The latter is achieved by a smart Touch Screen interface designed for common users, instead of "computer wizards". The user can see and use all capabilities presented on the PALM screen, and the software smoothly "walks the user through menu" from one function to the other.

1.9 Palm Sure: Features

Distinctive features of Palm SURE are:

Data input speed, simplicity and convenience in operation

Fast and convenient, user-interface assisted questionnaire input during a meeting with a client or interview with a respondent.

A really mobile solution, which is always at your fingertips.

Integration with the office system (mobile integration, as well):

- Transfer of questionnaire templates, which are generated using the software office version, to handheld devices.
- Transfer of the filled forms and questionnaires to the office system by way of using the desktop synchronisation cradle, through modem/phone landline, via GSM/GPRS, through Wireless Networks, or the Internet network.
- Automatic synchronisation of the reference qualifiers from the central system.

Intelligent control of data input.

- Syntactical control of data input, check-up of allowed data intervals, application of special attributes, such as "repeated data entry", "copying", "mandatory input". A possibility to set the key fields and automatic key fields.
- Support of the logical rules for the analysis of the questionnaire characteristics and their interrelation.
- Support of automatic navigating through each questionnaire.
- Possibility of separate storage for the subsequent analysis of logically correct and logically incorrect questionnaires.

Scalability and storage security.

- Possibility of using the system within the framework of the enterprise structure - organisation of remote workplaces and departments by usage of import /export functions.
- Support of the system administration, set-up of the list of users, their passwords and access rights. Assignment of specific lists of templates of forms or questionnaires for particular mobile users at the discretion of the system administrator.

1.10 System requirements

DigSee SURE has the following requirements to the central computer:

The platform:
Windows 95/98/NT/2000/XP

The minimum hardware requirements:

Processor:
Pentium 90 MHz or higher (Pentium 133 MHz or above is recommended)

Memory:
24Mb (**32Mb** is recommended)

Free disk space:
25Mb

PALM SURE has the following hardware requirements:
You can use practically any version of the hand-held computer PALM practically of any manufacturer. The only requirement is that the version of operating system be no lower than PALM OS 3.x. You can use PALM with the integrated keyboard, external keyboard, with no keyboard, with built-in functions of wireless or landline communication (for example, modem, GSM modem, network card or wireless network card), as well as routers. We support practically all models and types of communications. For synchronisation we use the standard program HotSync, therefore if you have purchased PALM with the version of operating system no lower 3.x, and this PALM has the capacity of synchronising its standard programs – than it is suitable for usage with the system DigSee SURE.

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Part



2 Using the Program

2.1 Structure of documentation

Before you start using the system, we strongly recommend you to:

Read and go step by step through the "Quick Start" document.

The given document is included in your delivery. At any moment of time you can launch the program DigSee SURE, select the choice (Help) / < Quick start... > and push the button "Read the document 'Quick Start'". Attention! The contents of the document "Quick start " is not duplicated in this material, therefore we strongly recommend you to print it out and try to work it through step by step.

View DEMO on usage of the system SURE.

You will see main steps on usage of the system. For this purpose, you can visit our WEB- site www.mobilentry.com and select the DEMO browse mode, or you can start up the program DigSee SURE, select the choice (Help) < Quick start... > and tab on button "View DEMO in the Internet".

Print out the "User's Manual", which is available in your delivery.

2.2 Terms used

Administrator:
This is the user of the system DigSee SURE with the special rights.
By default administrator is the user with a name ADMIN and empty password

Questionnaire:
This is a questionnaire, form, account form or any other data form.
Attention!
DigSee SURE is intended for operation with the forms, therefore the latter can include be the forms of different nature, for example, sales order form, report form of a representative concerning his(her) operation, as well as marketing research.
The key issue is the possibility to present the results by way of forms.

Classifier:
Particular listed set of alternatives. The classifiers are the universal quick references and can be used simultaneously in different templates. The classifiers as a rule have two columns - code and title.

Logical rules:
Set of the rules, which allows one to check the process of input of the questionnaire.
According to this set of rules, a tag of questionnaire with a logic error can be assigned to the respective questionnaire. At the termination of input /editing process, questionnaires are checked automatically rule by rule, and if the logical rule works (provides "true" value), the respective warning appears. The user has the rights and options to store such a questionnaire with a special checkmark about an error for the further analysis or to correct the questionnaire.

Questionnaire array:
Set of questionnaires of one template, filled with particular answers.

Navigating:
Change of a sequence of further questions depending on result of input of the form (answer of the respondent)

Open interval:
Interval of numerical values, for which only one boundary is preset. It is used for the definition of conditions such as < n; > n.

Program user:
The term "program user" envisages a combination of the login name, password and appropriate rights.

PALM user:
PALM User is a name, which is assigned for identification of the particular PALM organiser by the program HotSync

Template:
Complete set of units for a particular type of questionnaires. All questionnaires, which are entered in DigSee SURE, are generated on the base of this or that template. The template also includes navigating and set of the logical rules.

Free template:
The template, on the base of which no questionnaire array has been generated yet.

Linked template:
The template, on the base of which at least one questionnaire array has been formed

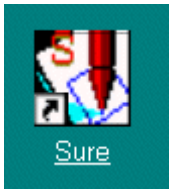
Unit:
Question of the questionnaire and its parameters (type of the answer, comment, navigating transitions, etc.)

2.3 Getting started

2.3.1 Program Launch

It is possible to start the program using any of the following standard procedures:

- From the main menu: **`Start\Programs\DigSee SURE\DigSee SURE`** (the most recommended option)
- Place a shortcut of the program on the Windows desktop and start it directly from the desktop



- To find the file **`SURE.EXE`** and to start it (the least recommended version)

For unregistered users each program start is accompanied by the appearance of Please register Dialogue.
For registered users, as well as users who are trying the product (and who pushed Later Button in Please register Dialogue), program operation starts with Login Dialogue.

See also:
Main Window Components

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2.3.2 How to Work with Questionnaire Arrays

The basic operations with questionnaire array are performed by means of Array list Dialogue.

This dialogue is called out from the menu **Array \ List …** or by clicking on the panel button



In this dialogue, the titles of questionnaire arrays, as well as modes of creation, appending, editing, review, copying and deleting of questionnaire arrays, are set. Here, there is a capability to filter a list of questionnaire arrays in accordance with a definite template or with a status of a questionnaire array (correct or incorrect questionnaires).

Questionnaire creation, appending and editing within a questionnaire array are performed with the help of 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.

See also:
Questionnaire arrays
List of errors found in questionnaire Dialogue

2.3.3 How to Work with Templates

The basic operations with a template are performed by means of Template list Dialogue.

This dialogue is called out from the menu **Template \ List …** or by clicking on the panel button



In this dialogue, titles of templates are set and the modes of creation, editing, copying and deleting of templates are initiated.

The creation and editing of a particular template are performed with the help of Template List Dialogue. In this dialogue, it is necessary to enter carefully all elements of the questionnaire, with special attention given to setting parameters of each
question - type of the answer, alternatives, intervals, etc.

The indispensable parameters of an element of a template are a question and type of the answer.

The links between elements are made with the help of **Next** Button and **Previous** Button. **Next** Button also provides automatic creation of a new element.

No special **Save** Button is available, and the template is automatically saved on exit from dialogue (**Exit** Button).

See also:
Templates
Data Types

2.3.4 Mobile usage of (PALM) DigSee SURE

The module for input /editing of the questionnaires is the most effective, when used on the hand-held PALM organiser. You can use practically any version of the hand-held computer PALM practically of any manufacturer. The only requirement is that the version of operating system should be no lower than PALM OS 3.x. You can use PALM with the integrated keyboard, external keyboard, with no keyboard, with built-in functions of wireless or landline communication (for example, modem, GSM modem, network card or wireless network card), as well as routers. We support practically all models and types of communications. For synchronisation we use the standard program HotSync, therefore if you have purchased PALM with the version of operating system no lower than 3.x, and this PALM has the capacity of synchronising its standard programs – than it is suitable for usage with the system DigSee SURE.

After you have acquired PALM, install its standard programs on the same computer, which contains the DigSee SURE server. Start the trial synchronisation, and make sure that your personal data are synchronised.
The installation process on PALM is very simple. The application can be installed either at the office or remotely.
For installation you can select the menu **PALM\Install PALM application**. Installation of the application on PALM is carried out in the Dialogue of Palm application installation.

The system administrator can set for the mobile worker a set of templates, which he(she) can fill in. For this purpose the administrator can select menu PALM**Install templates for Palm user**. The selection of templates for a mobile representative is carried out in the dialogue of template installation on Palm.

The mobile representative fills in the forms/questionnaires on PALM (see section Usage of Sure on Palm) and transfers them to the central computer.

At any moment the system administrator can import all questionnaire arrays obtained from mobile representatives, using menu PALM**Import arrays from PALM**... Thus, the operation will be performed in the dialogue import of arrays from Palm.

2.3.5 Fundamental techniques of operation

The technology of operation with DigSee SURE can be conditionally subdivided into three parts.

- Preliminary stage. Preparation (creation or editing) of the questionnaire template. Input and careful verification of all questionnaire units. Preparation of required classifiers.

- Main operation. Input and editing of the questionnaire array. Viewing and verification of the information. Processing of logic errors. The main operation can also include operation of the remote representatives, namely:
  - Installation of the program on PALM
  - Set up by the administrator of the list of templates for the remote representative
  - Transfer of templates to PALM hand-held
  - Input and editing of the questionnaire array on PALM
  - Transfer of the outputs in the central computer
  - Import of the arrays obtained from PALM

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- Final stage. Export of the questionnaire array into external formats for further statistical processing.

2.3.6 From the very Start

Before you start using the system, we strongly recommend you to:

Read and go step by step through the "Quick Start" document.

The given document is included in your delivery. At any moment of time you can launch the program DigSee SURE, select the choice (Help) / < Quick start... > and push the button "Read the document 'Quick Start'". Attention! The contents of the document "Quick start " is not duplicated in this material, therefore we strongly recommend you to print it out and try to work it through step by step.

View DEMO on usage of the system SURE.

You will see main steps on usage of the system. For this purpose, you can visit site www.mobilentry.com and select the DEMO browse mode, or you can start up the program DigSee SURE, select the choice (Help) < Quick start... > and tab on button "View DEMO in the Internet".

Print out the "User's Manual", which is available in your delivery.

2.3.7 Service Functions

The software has the following features that essentially facilitate processing of large-scale arrays of questionnaires:

- Full set of functions for work with classifiers. It is called out from the menu Template\Classifier … or by clicking on the panel button



- Option of automatic check of a separate questionnaire array (Array\Recheck…) or all questionnaire arrays (Template\Recheck all arrays…) pursuant to the logical rules
- Powerful means of export / import of templates and questionnaire arrays from/to various formats

2.4 Templates

A template represents the formalized set of elements for a particular type of the questionnaire and logical rules controlling the correctness of filling of the questionnaire.

Each element should contain, first of all, question of the questionnaire and type of the answer to this question.

Moreover, for any element it is possible to define a set of parameters (*Alternatives, Intervals, No answer allowed,…*) ensuring practically all optional versions of questionnaire survey.

As far as all questionnaires are formed on the basis of a particular template, the success of further processing and analysis of questionnaires depends on the template correctness.

2.5 Questionnaire Arrays

Questionnaire array is perceived as a set of questionnaires of one template, filled by the particular answers.

The main functions of work with questionnaire arrays are:

- Input and editing of the questionnaires
- Review of the information of the questionnaire with no editing allowed
- Easy navigation through the questionnaires and their elements. The links to the particular questionnaire and particular element are stipulated
- Maintenance of automatic navigation through each questionnaire depending on the answer of the respondent. For example, if the respondent has answered some questions positively, he/she should proceed to the next group of questions, and thus a part of questions should be skipped by the interviewer. The program in this case immediately passes to the corresponding group of questions. "No answer" is automatically written down in the fields of the skipped questions
- A stringent control of the data entry process by **DigSee SURE** does not allow one to enter a wrong answer for any particular element
- The logical control of the information. For example, the respondent contradicts himself/herself in the case of two semantically identical attributes. In this case before termination of the input of questionnaire or element the warning will appear indicating that a logical error is found. Thus the operator gets a possibility to check the questionnaire, to return to its editing or to record this questionnaire in a questionnaire array of the logically incorrect questionnaires for the subsequent analysis
  In order to provide correct navigation and reliable control of the information it is necessary to set these capabilities carefully in a template of the questionnaire.
- Capability to store separately the following data arrays:
  - questionnaires that are logically correct and entered by operators without any errors
  - questionnaires that are entered by operators without any errors, but contain logical errors (for example, respondent contradicts himself/herself in two semantically identical attributes). These questionnaire are subject to the subsequent analysis and possible correction by operators without any errors analysts
- Upon editing of the questionnaire with errors it is automatically moved to the category of correct questionnaires
- Capability of data export to Microsoft Excel, as well as to files of TXT and DBF formats.

2.6 Logical Rules

The logical rules are used to ensure the correctness of information of the questionnaire.

For example, when the age of respondent is entered, it is not always possible to determine the particular numeric interval for the control of the information. Using a logical rule, such as

```
If #n greater 100
```

it becomes possible to avoid obvious input errors.

A logical rule is a conditional expression consisting of conditions and operators linking them. The following operators can be used in a conditional expression: bracketing operator **()**, operator **OR**, and operator **AND**.

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Each logical rule determines one of the possible conditions for the incorrectness of questionnaire. If at least one rule is valid, then the questionnaire is considered to be logically incorrect.

There are two types of logical rules in terms of the way of their formation:

- logical rules automatically generated by the program
- logical rules manually elaborated by operator.

DigSee SURE can automatically generate logical rules, basing on the logic of links and skip patterns. For example, in case where the respondent has selected one of the options available for the answer, the logic of links and skip patterns envisages "No answer" entry for a number of elements.

The user creates his/her own logical rules with the help of a special editor of rules - Logical rule Dialogue, which ensures correctness of logical rules.

DigSee SURE supports various modes of verification of questionnaire correctness in accordance with the logical rules:

- Verification of any particular questionnaire is made automatically either upon the completion of input of this questionnaire or by the initiative of the user – by clicking on **Check** Button in Questionnaire Dialogue. If errors are found, List of errors found in questionnaire Dialogue is called out which allows one to correct the error immediately or to move the questionnaire to the list of incorrect questionnaires for further processing/correction
- In general, check of questionnaire arrays is controlled by commands Array \ Recheck… or Template \ Recheck all arrays…. In this case, only statistics on the number of retrieved errors is given. Correction of mistakes is performed in Questionnaire Dialogue

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See also:
Errors in Questionnaires
Logical rules Dialogue

2.7 Errors in the questionnaire

The mistakes in the questionnaire can occur at input or import of the information. They can be divided (shared) into three types:

- Syntactic - casual incorrect input. The majority of these mistakes can be traced with the help of the competently constructed pattern

For example, the input of the textual information everywhere, where it is possible, is desirable to replace by elements of a type **a Choice of one variant from the list of alternatives, Choice of several variants from the list of alternatives, Qualifier.**

- Logic - infringement of logic conditions of the questionnaire. These mistakes also are supervised by a pattern - logic rules
- Fatal - not giving opportunities of the further work with the questionnaire. To them concern:
- The not filled field, which is not marked **necessarily to input**
- The wrong code (arises only at import, if imported and existing the patterns do not correspond (meet) each other or, if the file of import is spoiled)

The fatal mistakes at input are not passed (missed); at import of the questionnaire with fatal mistakes are ignored.

At import of files the protocol of mistakes in a file **import.log** is formed always and at import of files with palm **synch.log**

See also:
Logical Rules
Questionnaire with Fatal Errors at Import Dialogue

2.8 Data Types

Type of data is determined by the type of answer to the question and can be one of following:

- **Radio -** selection of only one value from the list; the list of alternatives should be obligatorily preset; values in the list can be arbitrary
- **Check -** selection of one or several values from the list; the list of alternatives should be obligatorily preset; values in the list can be arbitrary
- **Yes/No -** selection of one of these two answers
- **Yes/No/Don't know -** selection of one of these three answers
- **Text -** any text up to 250 characters
- **Any number -** any number
- **Integer -** any integer;
- **Classifier -** classifier; the name of the conforming classifier should be obligatorily preset

2.9 External Data Formats

The external data formats are used for import / export procedures.

DigSee SURE supports the following formats:

- Only for templates a special data format TMT is used
- For classifiers (both for import and export) the following formats are used:
  - Special - CLS
  - Database - DBF
  - Textual - TXT
- Questionnaire arrays are imported only from the special format ARR, while questionnaire arrays can be exported to various formats, such as:
  - Special - ARR
  - Database - DBF
  - Textual (TAB-delimited) - TXT
  - Microsoft Excel

2.10 Main Window Components



The main window **DigSee SURE** contains the following components:

- **Main menu**, which is the main control tool
- **Toolbar panel**, which facilitates the access to the main commands
- **Status line**, which indicates the current service information

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See also:
Menu commands

2.11 Menu Commands

Template \ List …



Work with a list of templates by means of Template list Dialogue.

Template \ Recheck all arrays …



Check all questionnaire arrays with a particular template.

- It is necessary to select a template by means of Select template Dialogue

The check procedure is started, and upon its completion the report on the number of checked questionnaire arrays, questionnaires and retrieved questionnaire with errors is given.

Template \ Classifier …



Work with classifiers by means of Classifiers Dialogue.

Template \ Import …

Import of a template from the external file.

- It is necessary to select the imported file of the format TMT by means of standard dialogue for the file selection
- In the following dialogue it is necessary to enter a new name of a template or to keep the default one

The proposed default name is the one that existed before the export of a template, and therefore a probability of coincidence of names is quite high. Thus, it is recommended to set a new name.

The procedure of import is started and upon its completion the report on the successful import or error is given.

See also:
External data formats

Template \ Export

Export of a template to the external file.

- It is necessary to select a template by means of Select template Dialogue
- Then it is necessary to set a filename of the format TMT by means of the standard dialogue of file selection

The procedure of export is started and upon it completion the report on the successful export or error is given.

See also:
External data formats

Template \ Exit



Termination of work with **DigSee SURE**.

Array \ List …



Work with a list of questionnaire arrays by means of Array list Dialogue.

Array \ Combine …



Merging questionnaire arrays by means of Combine questionnaire arrays Dialogue.

Array \ Recheck …



Checking particular questionnaire array.

It is necessary to select a questionnaire array by means of Select array Dialogue

The check procedure is started, and upon its completion the report of information on the number of checked questionnaire and retrieved questionnaire with errors is given.

Array \ Print error log …
Questionnaire array is checked in compliance with all logical rules. Formation and print-out of the report on the retrieved questionnaires with errors within the selected questionnaire array is performed.

- It is necessary to select a questionnaire array by means of Select array Dialogue
  In order to speed up generation of the report it is recommended to select the questionnaire with the status With errors.

Questionnaire array is checked and the complete report is formed, then the report master program is started. In the report master window it is possible to view the report page by page and to print it out.

The formation of the report can be a quite time-consuming process, as far as it includes the analysis of all questionnaires of the current questionnaire array.

Array \ Print error log on the selected rules …
Questionnaire array is checked in compliance with all or some logical rules. Formation and print-out of the report on the retrieved questionnaires with errors within the selected questionnaire array is performed.

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- It is necessary to select a questionnaire array by means of Select array Dialogue
  In order to speed up generation of the report it is recommended to select the questionnaire with the status With errors.

- Then it is necessary to select the required logical rules with the help of Select logical rules Dialogue

Questionnaire array is checked and the complete report is formed, then the report master program is started. In the report master window it is possible to view the report page by page and to print it out.

The formation of the report can be a quite time-consuming process, as far as it includes the analysis of all questionnaires of the current questionnaire array.

Array \ Print error statistics …

Questionnaire array is checked in compliance with all or some logical rules. Formation and print-out of the report on statistics of questionnaires with errors within the selected questionnaire array is performed.

- It is necessary to select a questionnaire array by means of Select array Dialogue
  In order to speed up generation of the report it is recommended to select the questionnaire with the status With errors.

- Then it is necessary to select the required logical rules with the help of Select logical rules Dialogue

Questionnaire array is checked and the complete report is formed, then the report master program is started. In the report master window it is possible to view the report page by page and to print it out.

The formation of the report can be a quite time-consuming process, as far as it includes the analysis of all questionnaires of the current questionnaire array.

Array \ Import …



Import of questionnaire array in the format ARR.

- It is necessary to select the imported file of the format ARR by means of the standard dialogue of file selection
- Then it is necessary to customize parameters of import with the help of Questionnaire array import Dialogue
- In the following dialogue it is necessary to set a name of the new questionnaire array or to keep the default one (it coincides with the filename)

The procedure of import is started, and upon its completion the report on successful import or error is given.
In the directory containing **DigSee SURE**, an import.log file is created, which contains the information on import performed.

See also:
External data formats

Array \ Export …



Export of questionnaire array in the format ARR.

- It is necessary to select a questionnaire array and to customize parameters of export by means of Array list (export) Dialogue
- If the parameters of export include the preset export of a template, the standard dialogue of file selection is called out, where it is necessary to set the name of a template
- Then it is necessary to set a filename of the format ARR with the help of the standard dialogue of file selection

The procedure of export is started, and upon its completion the report on the successful export or error is given.

See also:
External data formats

Array \ Export to external formats...

Export of a questionnaire array in DBF and TXT formats.

- It is necessary to select a questionnaire array and to customize parameters of export by means of Array list Dialogue
- In the following dialog box Export (a standard dialogue of file selection) it is necessary to indicate precisely the file type - thus the format of export is set, and to set a filename

The procedure of export is started, and upon its completion the report on the successful export or error is given.

See also:
External data formats

Array \ Export to Excel...

Export of a questionnaire array to the **Microsoft Excel**.

- It is necessary to select a questionnaire array and to customize parameters of export by means of Array list Dialogue

The automatic export of a questionnaire array to the **Microsoft Excel** sheet is carried out. An example of the output is presented below.

	A	B	C	D	E	F	G	H	I	J
1										
2					MyArray					
3										
4										
5	P1	P2_1	P2_2	P2_3	P3	P4	P5	P6		
6	1	0	0	0	1		5,00	43676		
7										

After completion of this procedure, the control is transferred to Microsoft Excel, while in order to return back to DigSee SURE it is necessary to actuate the DigSee SURE window.

See also:
External data formats

Palm \ Install Palm Software...

Installation of the DigSee SURE software on Palm handhelds of mobile users.

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- It is necessary to select a mobile user on whose handheld the software is to be installed by means of Dialogue of installation of Palm application

ATTENTION! The software is to be installed on the Palm handheld of selected user during the next synchronisation.

See also Instruction for Palm user of the software program

Palm \ Setup Templates for Palm User...
Specifying the list of templates to be available for a Palm user after the next synchronisation.

- It is necessary to select a mobile user on whose handheld the templates are to be installed by means of Dialogue of installation of Palm application

ATTENTION! The templates are to be installed on the Palm handheld of selected user during the next synchronisation, provided that the 'Ready' option of your Palm application is enabled.

See also Instruction for Palm user of the software program

Palm \ Import Palm Arrays...
Select this menu item to import all the questionnaire arrays sent to the central office by field representatives.

- Dialogue of the array import from Palm will be activated.

See also Instruction for Palm user of the software program

Options \ Confirmation to create new questionnaire while appending

If this option is enabled, on the completion of the questionnaire entry (see Questionnaire Dialogue) you are to be asked if one more questionnaire should be entered.

In some cases, when entering a large number of questionnaires, user may prefer to disable this option so that upon completion of one questionnaire system automatically proceeds to the next one.

Options \ Show warning when editing used template

If this option is enabled, warning on template editing limitations appears. This warning is shown when one tries to edit template, on which basis some questionnaire arrays were already created.

See also Template Dialogue.

Options \ Change password...

Change current user password by means of Change password Dialogue.

Options \ Edit user list...
Work with the list of users by means of Edit user list Dialogue.

The command is accessible only to Administrator, who is initially the only user of **DigSee SURE**.

Help
This menu contains commands required to get help or more information on **DigSee SURE**, as well as links to information and support pages on our web server. This menu also contains items required to manage registration procedure (registration, system activation).

2.12 Instruction for Palm user of the software program

Usage of the software DigSee SURE on PALM.

First of all, you need to install the program on PALM of your mobile representative. For this purpose go in the program DigSee SURE. Select the menu item PALM \Install Palm application. Set the PALM-user for installation of the program through the dialogue of installation of the Palm application.

Conduct synchronisation of PALM of the mobile representative, selected by you.
The program should appear on your PALM.

Instruction on operation with the program DigSee SURE on PALM device.

Application start-up
To start up the application on PALM, find icon DigSee SURE (or SURE PALM) and tab on it with your stylus.



Start using the program

After installation of the application on Palm the list of the loaded templates is empty.
It is impossible to use the program before the initial list is obtained, owing to absence of at least one template. For obtaining templates your administrator should go in the program DigSee SURE on the central computer and set the list of initial templates on the appropriate PALM. He(she) can do this in the dialogue of template installation for Palm user, by selecting the menu item **Palm\Install templates for Palm user**.
After that you should conduct synchronisation with the respective PALM. All given templates should be transferred into your Palm. Palm is ready for operation.
Attention! It is possible to verify that the list of templates has been transferred to your computer by clicking cursor on the pop-up menu list Template (filter of the arrays in the list by template. You should see the list of templates, which is not empty. If the latter is missing, it means that either your administrator has set no template for you any template, or you that have not conducted synchronisation. Fill the checkbox in the program in the option Ready, which would confirm that you are ready to conduct data exchange in the program (on a picture below), and conduct synchronisation once again.

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The basic cycle of the software program usage

In each particular instant of time, PALM user has the list of the entered and edited arrays of the questionnaire and forms. Then PALM user continues to work with the already entered arrays, to add questionnaires in the already existing arrays, to edit and view the questionnaire arrays, and to create the new arrays.
Option *Ready* should be deactivated, which would signify that the user is currently not ready for data exchange with the central computer.
Thus at any moment of time the user can conduct synchronisation with central office, for example, for synchronisation of contacts or address book. The entered arrays will **not** be transferred to the central office during synchronisation until this option is activated. Therefore, user can continue to work with the questionnaire arrays until he(she) activates option *Ready*.

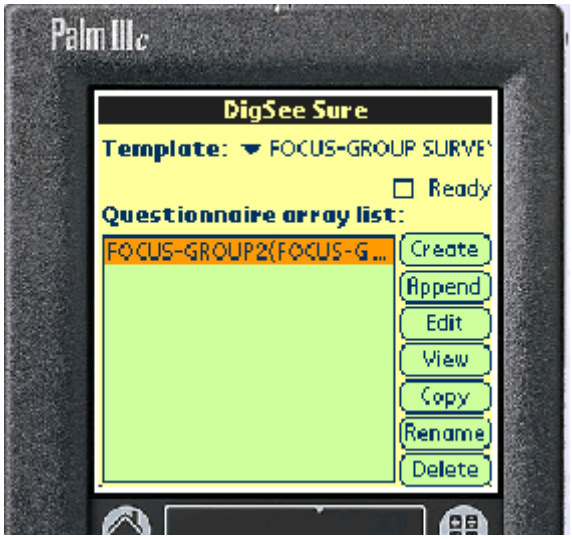
As soon as work with the questionnaire arrays is completed, the user should:

- Activate option *Ready*, thus confirming that all his(her) arrays can be transferred to the central computer
- Conduct synchronisation of PALM. This can be made by any standard ways:
  - At office, having inserted PALM in a cradle
  - At office, via an infrared port
  - At office or remotely via a network card
  - Through a wireless network card 802.11b
  - Through the Internet using any network hardware
  - Through mobile connection (for example, via mobile telephone)
  - Using the bluetooth technology
  - In any other way

At the moment of synchronisation the data exchange will be automatically activated:

- All entered arrays will be transferred to the central computer and deleted from PALM
- If in the period between the previous data exchange and current one the system administrator has set the new list of templates for the given representative through the dialogue of template installation for Palm users,
  - All current templates will be deleted from PALM
  - Only those new templates are loaded, which have been indicated by the administrator
- Option *Ready* will be automatically deactivated after the data transfer process is completed.

The main window



The main window of the program is a main starting point for all operations.

- **Pop-up list of Templates** allows one to filter the list of questionnaire array for viewing. It has no effect on work with arrays, and is necessary only to show the list of the questionnaire arrays, filled on the base of any (or all possible) templates.
- **Option Ready**. When activated, it indicates the system readiness for data exchange. As soon as the given option is activated, all other buttons of operation with the arrays will automatically disappear, and the program will start waiting for synchronisation. After successful data exchange the given option will be automatically deactivated.
- The main window contains the **List of questionnaire arrays**. The list is filtered using the pop-up list of templates. You can select the list of templates simply by tabbing the respective line by stylus and thus selecting any of the following operations: **Add**, **Edit**, **View**, **Copy**, **Rename,** and **Delete**.
- **Create** is used for creation of new questionnaire arrays. Thus, the program will ask you at first to select the required template, then to give the name of the array (it is possible to confirm the proposed option), and then it will switch to the mode of input of the new questionnaire.
- **Add** is used for input of the new questionnaire in the already existing selected array.
- **Edit** is used for editing of questionnaires in the already existing selected array.
- **View** is used for safe viewing of the selected questionnaire array.
- **Copy** is used for copying of the array into the new one. You should enter a name of the new array.
- **Delete** is used for deleting the selected questionnaire array.

Creation /editing/viewing of questionnaires

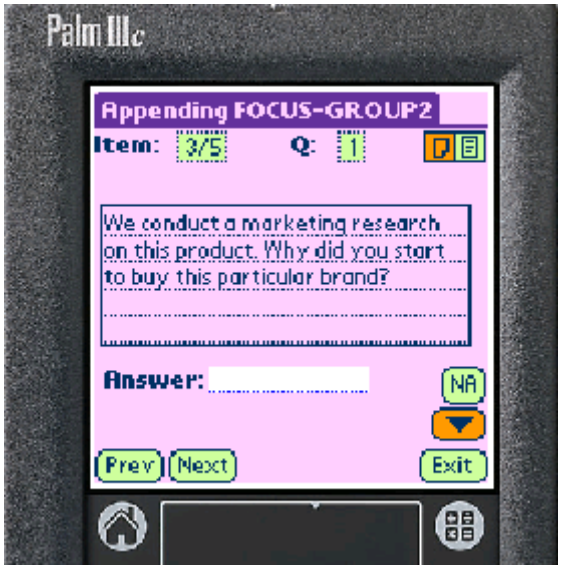
All operations on creation, editing and viewing of questionnaires on PALM are similar to operations on DesktopPC. Please, familiarize yourself with section dialogue of questionnaire editing.

In the text below you will find indication of the main difference between versions for PALM and for desktop computers and notebooks.

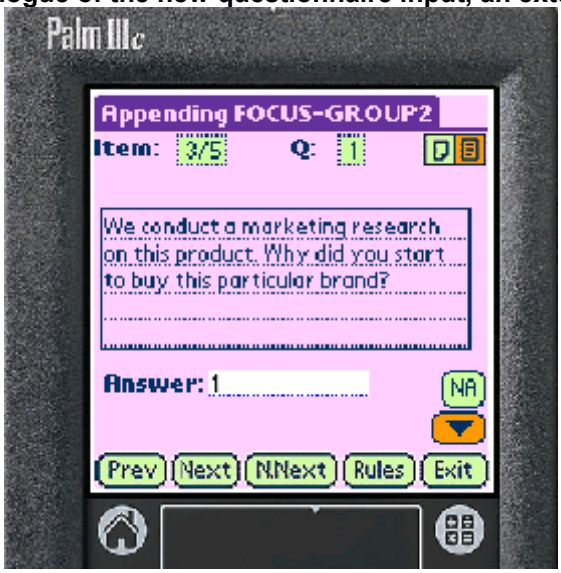
At the user discretion, the dialogue of editing/viewing, as well as of creation of the new questionnaire can be represented by any of the two forms.

Dialogue of the new questionnaire input, a simple input form

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Dialogue of the new questionnaire input, an extended input form



The extended input form contains all control units, same as the simple input form. Additionally, it contains the options of additional navigating through the questionnaire: an option of proceeding to the previous/ next question, option of immediate switchover to the input of a particular question, an option of proceeding (disregarding any navigation) to the question, which is the next by number. The simple input form is used in daily operation, and is not overloaded with control buttons. At any moment it is possible to switch between two forms by clicking on the respective pictogram located at the top of the screen.

Description of the dialogue for creation of the new questionnaire:

- At the left upper corner of the screen the order number of the question is located. If you click on the question number (in the extended form), the dialogue will appear allowing you to proceed immediately to the required question in the questionnaire.
- At the left and right sides of the screen there are buttons of transition to the previous or subsequent questions (only in the extended form).
- The letter Q (Questionnaire) is followed by a serial number of the questionnaire (or key number of the questionnaire)

- Two icons of viewing in the simple and extended forms allow you to switch between edit modes
- Next is a text field for the question title and comment to it
- Under the question title and comment there is a group of units defining the choice of answers (depending on the type of question).
- Button **Previous** allows you to pass to the previous question
- Button **Next** confirms the user's input and passes to a logically following question, which corresponds to the set logic of transitions.
- Button **Ph. Fol.** (Physically following) confirms the user's input and passes to the question, following by number, irrelevant of the possibly set logic of transitions. This button is accessible only in the extended form.
- **Exit** button allows you to terminate work with the program, without having completed the input of the questionnaire

The special features of the questionnaire input on PALM

ATTENTION! There are special features of entering answers to questions on PALM. It is recommended that you get familiar with these features.

- For the input of texts and numbers you can take advantage of the graffiti function (drawing characters and digits by stylus on the touch screen), as well as of pop-up keyboard, integrated keyboard or fastened keyboard
- Any answer to a question should be explicitly confirmed by pressing the transition button: either the **Next** button in order to switch to the question, which is the next by the logic of transitions, or **Ph. Fol.**. to switch to the question, which is following by the order number
- When providing the answer to any question, button **X** can be used to clear (cancel) the answer
- When answering the questions of the type **choice of one option from the list of alternatives** or **choice of several options from the list of alternatives**, you cannot simply enter the answer code, but need to select one from the list. To make your choice you should click on the triangular sign on the form (on the top of the figure), and as the result the dialogue or choice of one or many options will appear. The example of choice is indicated in figure below.

Advice! If you see the triangular sign – click on it in order to answer the question!

- When providing the answer to the **classifier** question, you can type the code at once or click on the triangular sign, and use the window of selecting an option from the classifier.



Editing/ viewing of the questionnaire array

The given modes are similar in dialogues. In the viewing mode it is impossible to change any

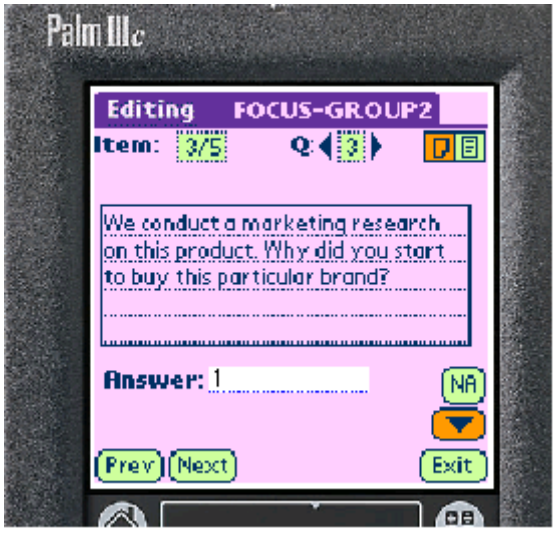
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information.
The dialogue of editing/viewing includes all units of the dialogue of new questionnaire input. The only additional units are some buttons for transition between questionnaires within the same array as a matter of convenience in the analysis and editing (button of transition to the next questionnaire, button of transition on the previous questionnaire, and button of transition to the selected questionnaire). These buttons are located immediately after letter Q (for questionnaire). The left arrow passes to the previous questionnaire, while the button with the right arrow passes to the next one. If you click on the number of the questionnaire, you will be asked to enter the number of questionnaire (or key field of the questionnaire) for fast transition. See below.

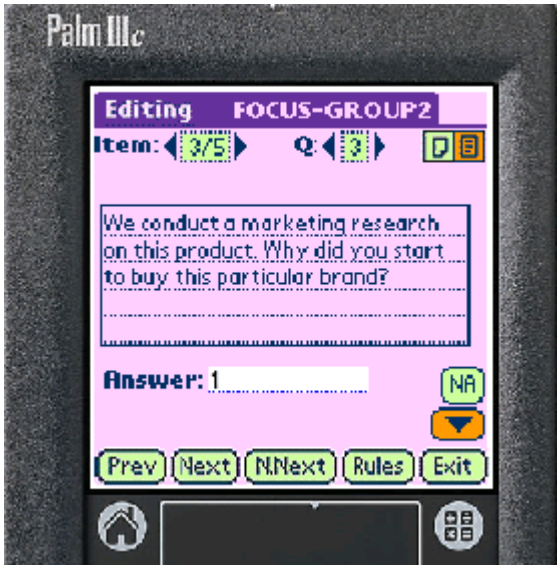


Similar to the mode of the new questionnaire input, the dialogue has two forms - simple and extended. All the differences between them have been described above.

Dialogue of editing / viewing the questionnaire, a simple form



Dialogue of editing/viewing the questionnaire, an extended form



Description of the dialogue of editing/review of the array:

- At the left upper corner of the screen the order number of the question is located. If you click on the question number (in the extended form), the dialogue will appear allowing you to proceed immediately to the required question in the questionnaire.
- At the left and right sides of the screen there are buttons of transition to the previous or subsequent questions (only in the extended form).
- The letter Q (Questionnaire) is followed by a serial number of the questionnaire (or key number of the questionnaire)
- Two icons of viewing in the simple and extended forms allow you to switch between edit modes
- Next is a text field for the question title and comment to it
- Under the question title and comment there is a group of units defining the choice of answers (depending on the type of question).
- Button **Previous** allows you to pass to the previous question
- Button **Next** confirms the user's input and passes to a logically following question, which corresponds to the set logic of transitions.

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- Button **Ph. Fol.** (Physically following) confirms the user's input and passes to the question, which is the next by number, irrelevant of the possibly set logic of transitions. This button is accessible only in the extended form.
- **Exit** button allows you to terminate work with the program, after all changes are saved.

ATTENTION! In contrast to the mode of the new questionnaire of input, you cannot cancel your editing results – they will be always saved!

2.13 Dialogues

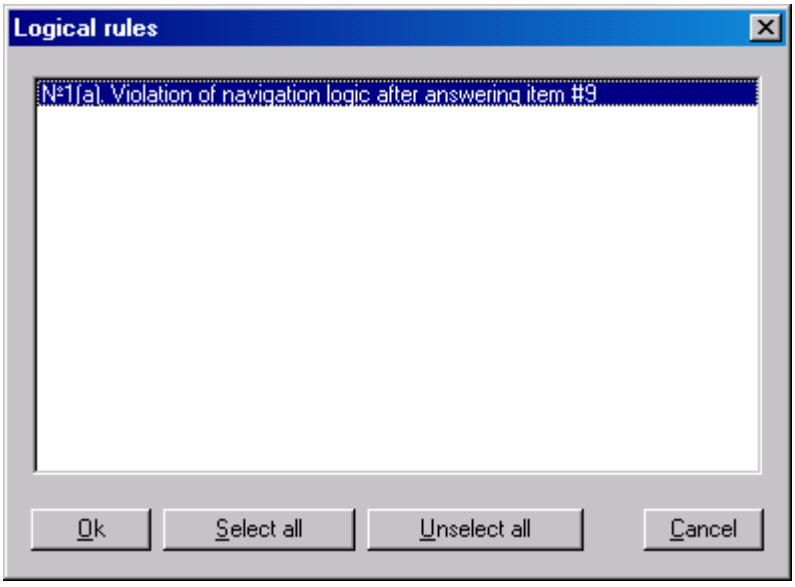
2.13.1 Dialogue of the serial number input

The dialogue of input of the serial number (initial dialogue) appears when you start the program. You are proposed the following options:

- To enter your software (serial) **registration number**. You can find your registration number in the **Certificate of right to use the program** (which one you should receive at a purchase from your dealer, or in a shop), or on the software packing.
- In a case, when you do not have registration number, you can get acquainted with conditions of charge-free 30-days trial usage of the program.
- S/N - **input field of the serial number**. If you have serial number, you should enter it into this field and push the button OK. As a result of the given operation the messages and further instructions on activation of the program are produced.
- The text will acquaint you with conditions of charge-free trial usage of the program during 30 days' trial period, if you have no registration number. If you agree with the given conditions, you can confirm that you want to start up the program DigSee SURE immediately by clicking on the button **"I want a free-of-charge trial usage"**. If you for any reasons disagree with conditions and/or by the license agreement - than you can tab **Exit** button and delete the program from your computer
- The buttons How to register, WEB-site, License, and Help allow you to acquaint with the respective information
- Option "Do not show this message again" will allow you at the next start of the program to skip (not to demonstrate) the given window, but to launch the program at once in the mode of charge-free trial usage.

2.13.2 Select Logical Rules Dialogue

Selection of logical rules for check modes of a questionnaire array and print-out of logs.

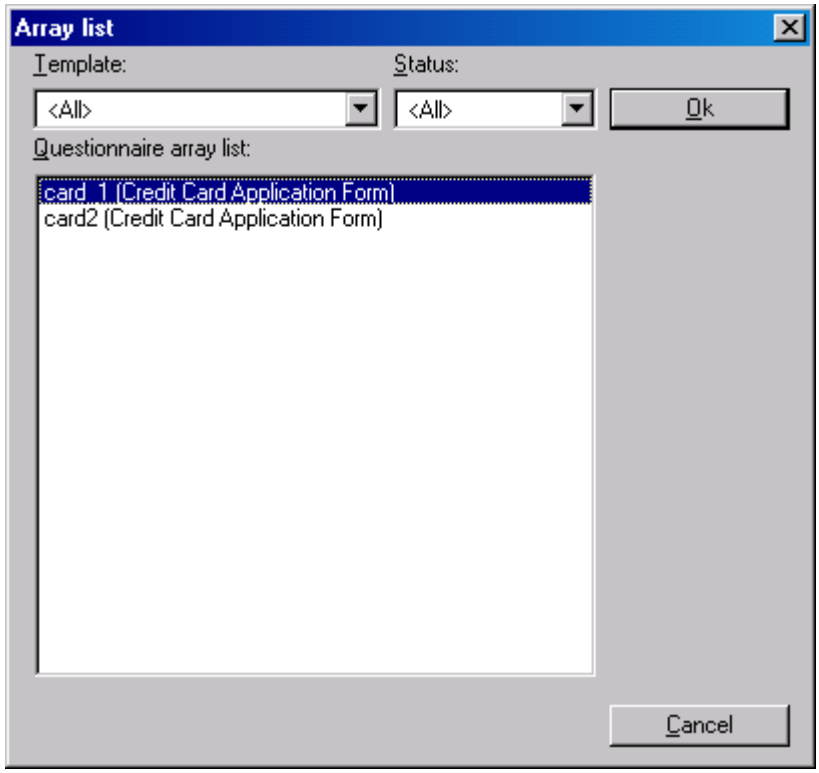


- ListBox contains a list of all logical rules of a template for the selected questionnaire array. It is necessary to select the required rules in it. Selection is made by click on the necessary line or by pressing Space key. Unselection is made by repeated click on the necessary line or by pressing Space key.
- **Ok** Button terminates the dialogue, saving the selected list
- **Select all** Button selects all rules of a list
- **Unselect all** Button unselects all rules of a list
- **Cancel** Button terminates the dialogue, cancelling a further chain of operations

2.13.3 Select Array Dialogue

Selection of a questionnaire array.

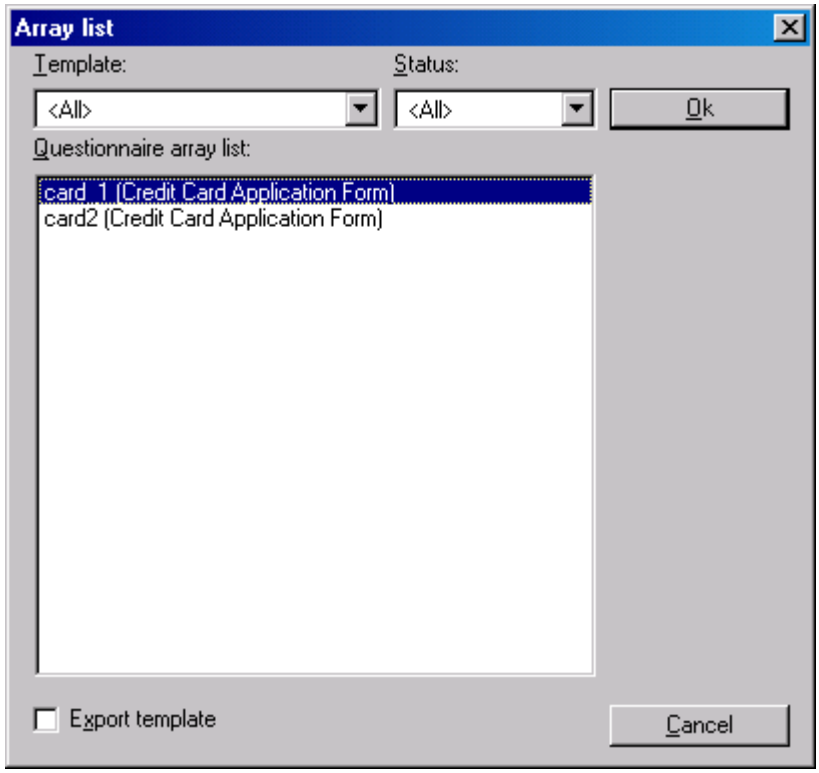
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- **Template** ComboBox allows to filter a list of questionnaire arrays by a definite template
- **Status** ComboBox allows to select a subset of questionnaires – all, only questionnaires with errors, only correct ones. By default all questionnaire of the questionnaire array are selected
- **Questionnaire array list** ListBox allows to select a name of the necessary questionnaire array. This is the only mandatory operation in the given dialogue
- **Ok** Button terminates the dialogue, saving parameters
- **Cancel** Button terminates the dialogue, cancelling a further chain of operations

2.13.4 Select Array (Export) Dialogue

Selection of a questionnaire array for export to the format ARR.



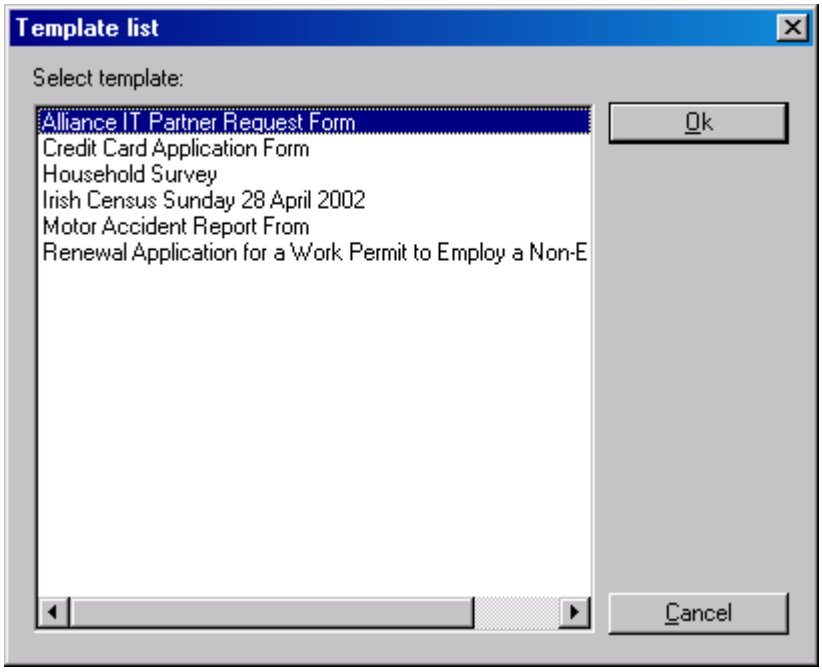
- **Template** ComboBox allows to filter a list of questionnaire arrays by a definite template
- **Status** ComboBox allows to determine the status of the exported questionnaire - all, only questionnaires with errors, only correct ones. By default all questionnaire of the questionnaire array are exported
- **Questionnaire array list** ListBox allows to select a name of the exported questionnaire array. This is the only mandatory operation in the given dialogue
- **Export template** CheckBox for the established condition provides export of a template prior to export of a questionnaire array
- **Ok** Button terminates the dialogue, saving parameters
- **Cancel** Button terminates the dialogue, cancelling a further chain of operations

In order to exclude further errors, it is strongly recommended to execute export of a template together with a questionnaire array

2.13.5 Select Template Dialogue

Selection of a template.

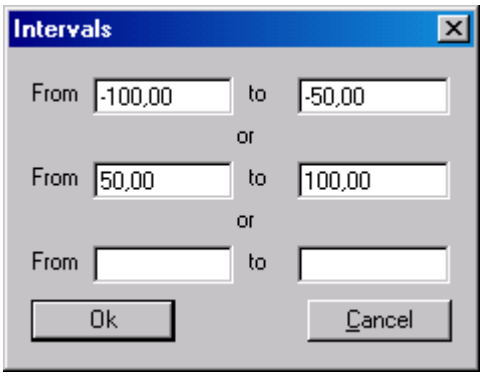
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- ListBox allows to select a name of the necessary template
- **Ok** Button terminates the dialogue, saving the selected name
- **Cancel** Button terminates the dialogue, cancelling a further chain of operations

2.13.6 Intervals Dialogue

Setting intervals of possible values for numeric data types (**Any number, Integer**).



- **From,** and **to** TextBoxes set lower and upper bounds for the intervals
- **Ok** Button terminates dialogue and submits parameters
- **Cancel** Button terminates dialogue and cancels any changes made

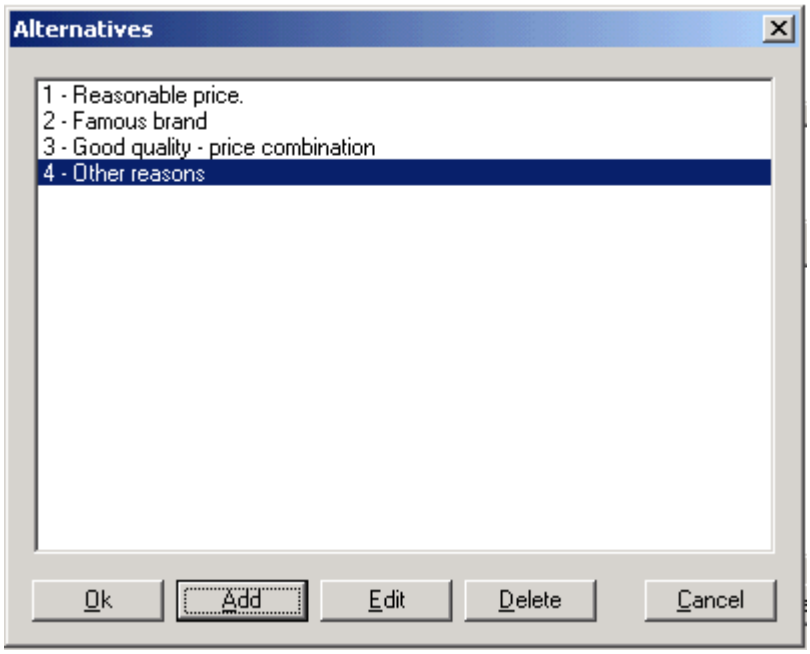
Interval can be open, therefore at least one value should be indicated for the interval setting - **From** or **To**.

See also:

Data types

2.13.7 Alternatives Dialogue

Work with a list of alternatives.



- Main ListBox contains a list of alternatives (it can be empty). For any operations it is necessary to highlight the current alternative
- **Ok** Button closes the dialogue window and saves all changes
- **Add** Button provides adding of alternative to an existing list
- **Edit** Button provides editing of the current alternative
- **Delete** Button removes the current alternative
- **Cancel** Button closes the dialogue window and cancels all changes

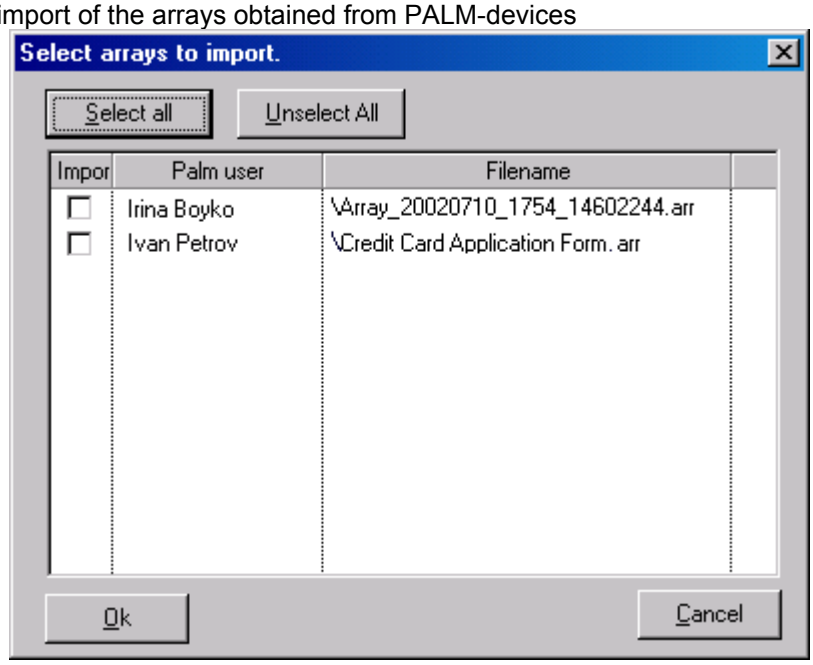
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See also:
Alternative Dialogue

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2.13.8 Dialogue of the array import from Palm

The dialogue of import of the arrays obtained from PALM-devices



During operation the mobile representatives transfer the filled arrays of the questionnaire and forms to the central computer. At any moment of time the administrator can select the menu item PALM \ **Import of the arrays from PALM** to import all earlier transferred arrays. However, if at least one earlier transferred array is retrieved, the given dialogue box will appear.

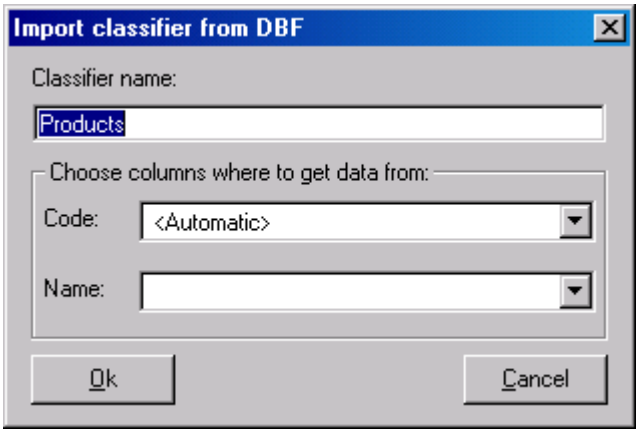
- The dialogue box contains the list of all arrays obtained from mobile representatives. In this list, it is necessary to checkmark the arrays, which you need to import. The checkmark is made by mouse click on the necessary line or pressing Space key. Deleting the checkmark is made by repeated click on the necessary line or pressing Space key.
- Clicking on button OK completes the dialogue, by fixing the select list and initiating the import process.
- Button **Select all** is used to mark all arrays
- Button **Unselect All** unchecks all marked arrays
- Button **Cancel** completes the dialogue, cancelling a further chain of operations

During import the protocol of import *synch.log* is automatically generated.
In the system operation, there can be a situation, when some mobile representative had filled some template on his(her) PALM, which was later modified in the central system. In the last case, there can be a situation when import of the array is impossible. Then the questionnaires containing errors will not be imported, and the respective warning message will appear.

See also
Dialogue of installation of Palm application
Dialogue of installation of templates for Palm users
Usage of Palm Sure
Mobile usage of (Palm) Digsee Sure

2.13.9 Import Classifier from DBF Dialogue

Set-up of parameters for the classifier import from DBF-files.



- **Classifier name** TextBox sets a new name of the classifier
- **Choose columns where to get data from** GroupBox sets fields of the DBF-file, from which one the values for import will be used
- **Code** ComboBox determines a field of the DBF-file, from which the codes of the classifier will be selected. Indication of **Automatic** value results in automatic generation of codes
- **Name** ComboBox determines a field of the DBF-file, from which the names of the classifier will be selected
- **Ok** Button terminates the dialogue, submitting the parameters
- **Cancel** Button terminates the dialogue, cancelling a further chain of operations

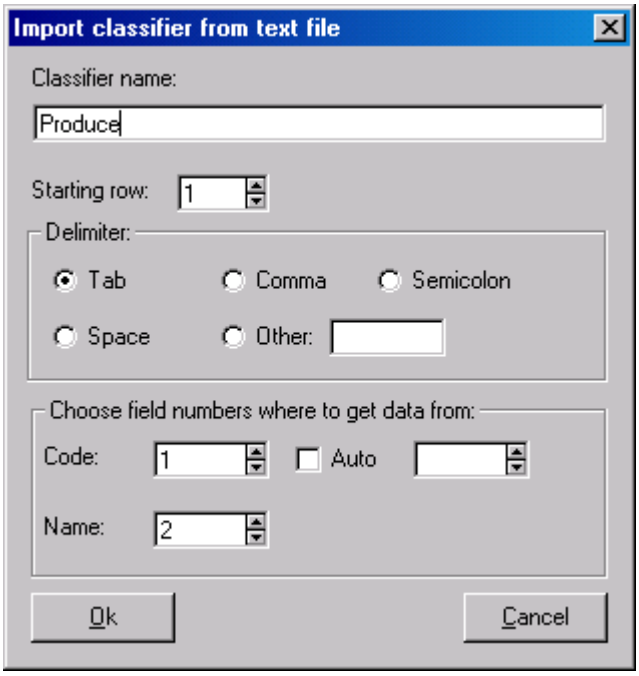
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See also:
External data formats

2.13.10 Import Classifier from text file Dialogue

Set-up of parameters for the classifier import from a text file.

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- **Classifier name** TextBox sets a new name of the classifier
- **Starting row** Field sets the initial line number, from which the import would be started
- **Delimiter** GroupBox determines a separator, by which the fields are separated from each other in the imported file.
- **Choose field numbers where to get data from** GroupBox sets numbers of fields, from which it is necessary to take values for import. The fields are numbered starting from 1. It is possible to ensure that **Code** Field will not be entered from the file, but generated automatically **(Auto** CheckBox).
- **Ok** Button terminates the dialogue and submits the parameters
- **Cancel** Button terminates the dialogue, cancelling a further chain of operations

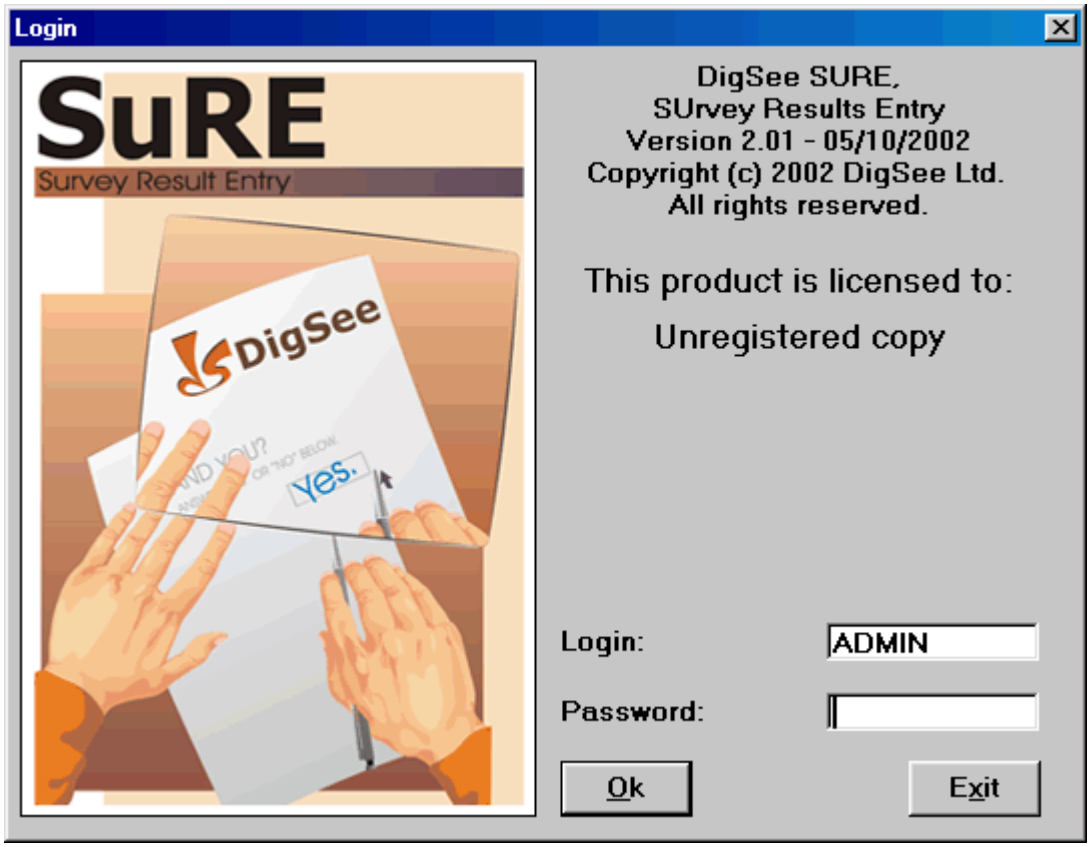
The external text file should be of the following format:

- Each record is written in a separate row
- The record consists of the fields separated by separator
- Fields should contain a field **Name** which is an arbitrary line
- Fields may contain a field **Code** - a numeric code

See also:
External data formats

2.13.11 Login Dialogue

Login of the particular user to **DigSee SURE**.



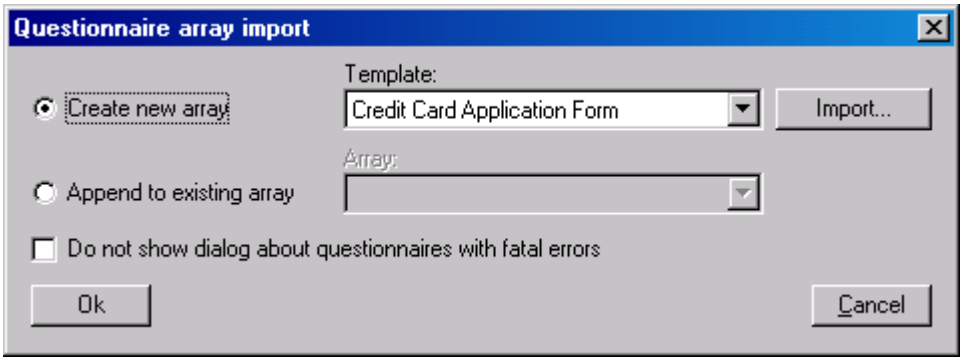
- **Login** TextBox sets a login name
- **Password** TextBox sets the user password
  Login name and user password must start only with a letter and consist only of letters and numbers. The register of characters is ignored.
- **Ok** Button executes the user's entry into **DigSee SURE** provided all the required parameters are correct. Otherwise the respective error message is displayed
- **Exit** Button cancels the user's entry into **DigSee SURE**

See also:
Options \ Change password...

2.13.12 Questionnaire Array Import Dialogue

Set-up of parameters for import of a questionnaire array from the external file of the format ARR.

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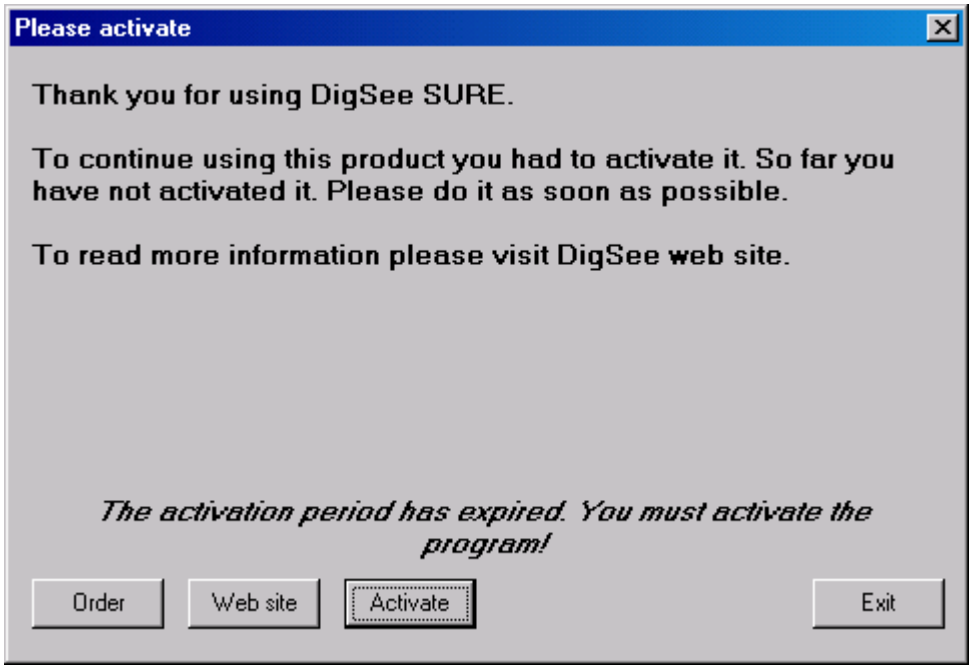
- **Create new array (RadioButton)** provides creation of a new questionnaire array on the basis of the imported one. Here it is necessary to pay a special attention to the way a template (**Template** ComboBox or **Import** Button) is created. In this option of import, the following dialogue requests an input of the name of a new questionnaire array
- **Template** ComboBox sets a template for an imported questionnaire array from the list of existing templates
- **Import** Button creates a new template on the basis of the one that is indicated in the imported questionnaire array
  If the initial template is linked to one more questionnaire array, then after import of such questionnaires it becomes impossible to merge questionnaires
- **Append to existing array** (RadioButton) sets option of import with appending of the imported questionnaire array to already existing one
- **Template** ComboBox sets a name of a questionnaire array, to which the imported one is appended
- **Do not show dialog about questionnaires with fatal errors** CheckBox determines whether to display reports on fatal errors in the imported questionnaires
- **Ok** Button terminates the dialogue, saving parameters
- **Cancel** Button terminates the dialogue, cancelling a further chain of operations

---

See also:
External data formats
Errors in the questionnaire
Questionnaire with fatal errors at import Dialogue

2.13.13 Dialogue reminding the user of the necessity to activate the program:

The given dialogue appears in case you did not activate the program in 30 days' period after its acquisition.
For prolongation of usage of DigSee SURE you need to activate it.



- Buttons **Order, WEB site** give you possibility to get the respective information.
- The program activation results in the appearance of the button continue (it is meant, that you activated your program and have received your activation key)
- Button **Exit** completes the dialogue and shut down the program.

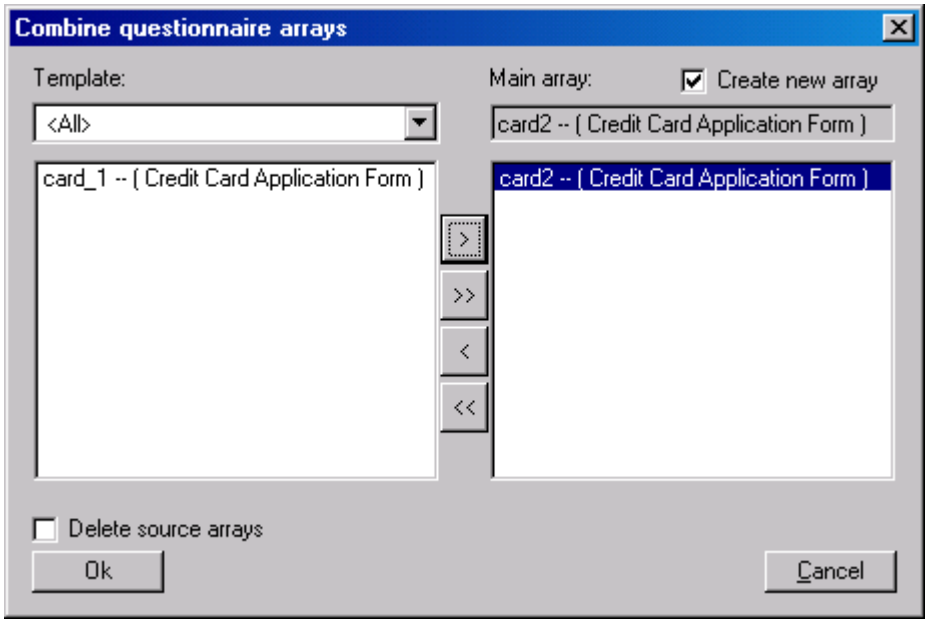
See also:
Activation of the program

2.13.14 Combine Questionnaire Arrays Dialogue

Procedure of formation of a questionnaire array from several existing ones.

All questionnaire arrays involved in this procedure should have the same template.

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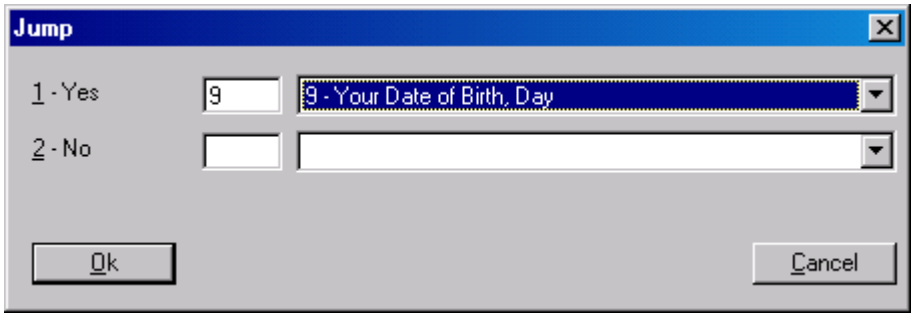
- **Template** ComboBox allows one to filter a list of initial questionnaire arrays, thus leaving in the list only those questionnaire arrays that are created on the basis of the selected template.
  It is recommended to apply this filter to support operations with questionnaire arrays of the same template.
- **Main array** TextBox indicates the name of the questionnaire array to which the information from the remaining selected questionnaire arrays will be added, if **Create new array** CheckBox has not been selected. The field is not accessible to manual editing, and in order to change the main questionnaire array it is necessary to select its name in the Right ListBox.
- **Create new array** CheckBox determines whether a new questionnaire array will be created from selected ones or data from the selected questionnaire arrays will be appended to the questionnaire array given in **Main array** TextBox. If this check box is selected, the name of a new questionnaire array will be requested next by the program.
- Left ListBox shows the existing questionnaire arrays
- Right ListBox stores questionnaire arrays selected for merging
- **>** Button transfers the highlighted questionnaire array from the left list to the right one
- **> >** Button transfers all questionnaire arrays from the left to the right list
- **<** Button transfers the highlighted questionnaire array from the right list to the left one
- **< <** Button transfers all questionnaire arrays from the right to the left list
- **Delete source arrays** CheckBox determines whether the initial questionnaire arrays are to be removed after merging
- **Ok** Button starts the merging procedure. Upon its completion, a report on the successful completion (indication of the number of merged questionnaire arrays) or on error is given
- **Cancel** Button closes the dialogue window without executing merging procedure

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See also:
Questionnaire Dialogue

2.13.15 Jump for Yes/No Type Dialogue

Setting navigation for the data type **Yes/No/Don't know**.



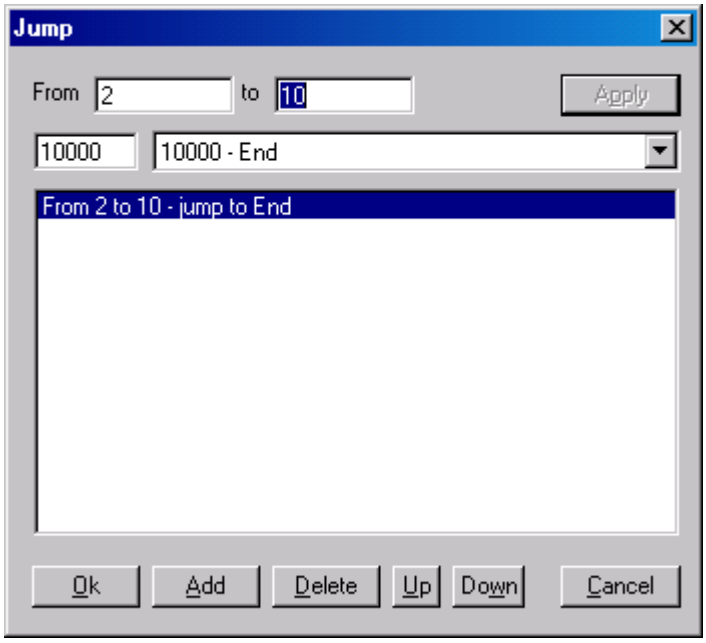
- TextBox and ComboBox set the element, to which the jump link will be made in accordance with the answer. There are two options to set the jump link: by entry of the element number in TextBox or by selecting an element from ComboBox. Number 10000 of an element has a special meaning – it means, that the jump should be made to the end of the questionnaire, i.e. the input of the questionnaire will be terminated.
- **Ok** Button terminates the dialogue, saving all changes made
- **Cancel** Button terminates the dialogue, cancelling any changes made

---

See also:
Data types
Logical rules

2.13.16 Jump for Numeric Type Dialogue

Task of navigation for numeric data types (**Any number, Integer**).



- **From,** and **to** TextBoxes set the lower and upper boundaries of the interval. The interval can be open, therefore for its setting it is necessary to indicate only one value - **From** or **To**.
- TextBox and ComboBox set the element, to which the jump link will be made. There are two options to set the jump link: by entry of the element number in TextBox or by selecting an

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element from ComboBox. Number 10000 of an element has a special meaning – it means, that the jump should be made to the end of the questionnaire, i.e. the input of the questionnaire will be terminated.

- ListBox stores a list of the set jump links
- **Apply** Button is unblocked and gets accessible, when a new interval is preset, and then it is added to the list
- **Ok** Button terminates the dialogue, saving all changes made
- **Add** Button allows to add jump link, unblocking **From,** and **to** TextBoxes
  A number of jump links is unlimited.
- **Delete** Button removes the current jump link (highlighted in the list)
- **Up**, and **Down** Buttons set sequence for processing of jump links
  The sequence of jump links is critical, if the intervals are intercepted.
- **Cancel** Button terminates the dialogue, cancelling any changes made

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See also:
Data types
Logical rules

2.13.17 Repeated data entry Dialogue:

Confirmation of input of the answer to a question.

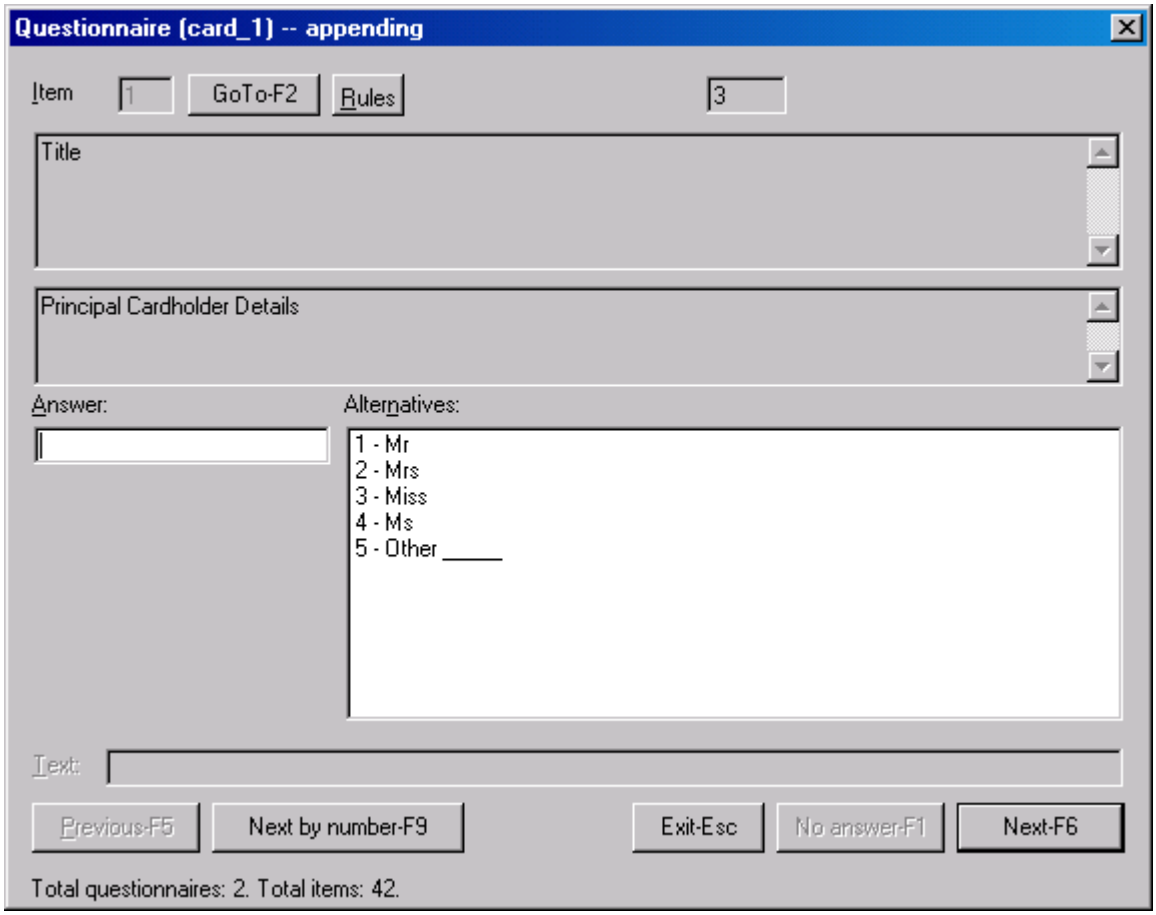
- Input field is intended for the repeated entry of your answer
- OK completes the dialogue, accepting and storing the answer entered. If the answers will not coincide, the error message will be produced.
- Cancel completes the dialogue without accepting the answer entered.

The condition of repeated entry is set in the template for support of a correctness of information, therefore you should not avoid using the repeated entry option in the routine work.

2.13.18 Questionnaire Dialogue

Work with a questionnaire array. This dialogue combines Create/Append, Edit, and View modes for a questionnaire array.

In Create/Append mode, a questionnaire array is filled by the particular questionnaires. Here it is necessary to pay special attention to entering the exact answer to the current question of the current questionnaire and then to pass to the next question.



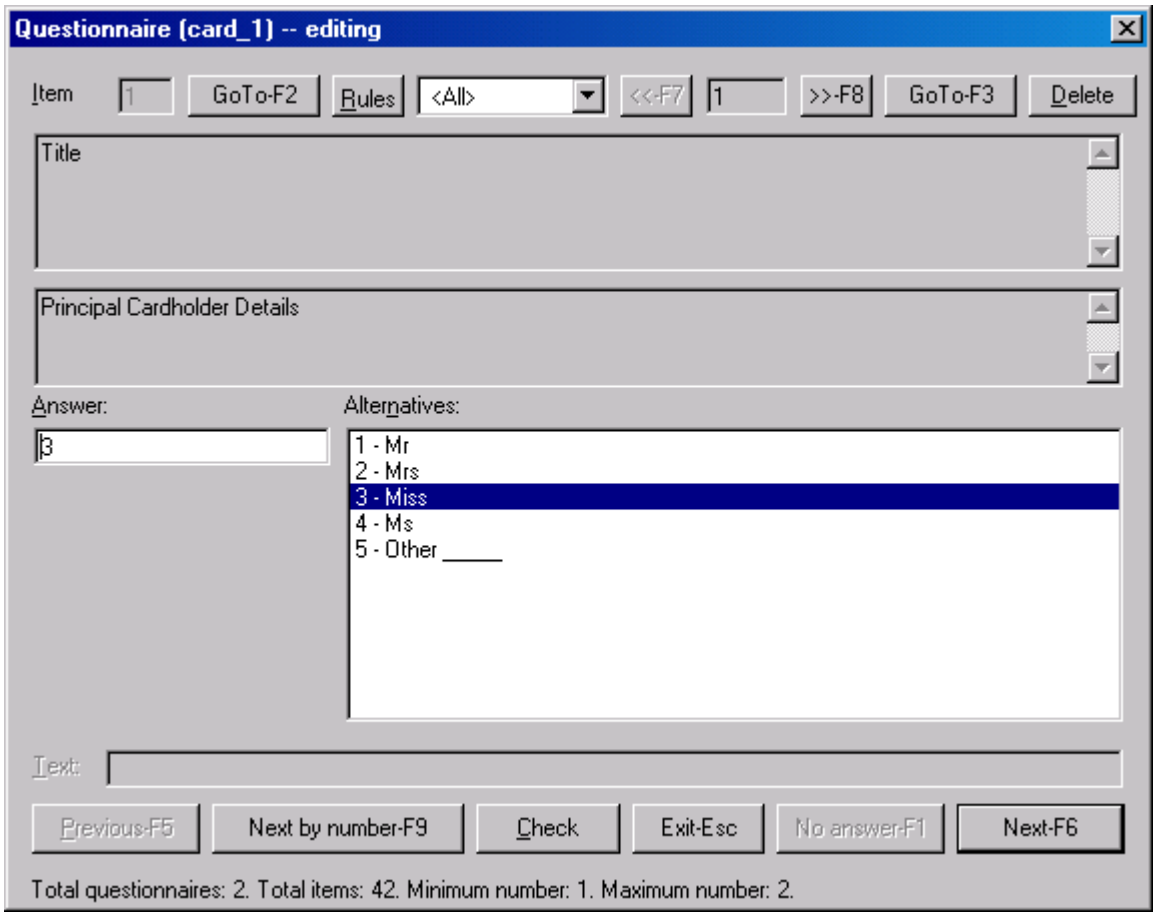
- **Item** TextBox shows the number of the current element of the questionnaire
- **GoTo F2** Button **(**Key **F2)** allows one to pass directly to the necessary element. Number of the element is set in **Item** TextBox, after pressing **Enter key** the indicated element becomes current
- **Rules** Button displays logical rules preset in the template of the current questionnaire array
- TextBox without a name in a top of the window shows the number of the current questionnaire in a questionnaire array
- The following two TextBoxes contain a question of the questionnaire and comments to the question (it can be empty)
- The area type of the answers varies according to the answer depending on a data type set in a template for the current element. Accordingly, the answer is also entered:
  - For **Radio** it is possible either to select an alternative from the list of **Alternatives**, or to enter a code of alternative manually
  - For **Check** it is possible either to select one or several alternatives from the list of **Alternatives**, or to enter manually the necessary codes of alternatives separated by a space.
  - For **Yes/No**, **Yes/No/Don't know** it is possible either to select an alternative from the set of Radio Buttons (1 - Yes, 2 - No, 3 - Don't know), or to enter code of the alternative manually
  - For **Classifier** it is possible either to enter a code manually, or to select value in Classifier Dialogue, which is called out by **Classifier …** Button.
  - For the remaining data types, values should be entered manually.
  - If parameter of **Text** element was set in a template, during the input of this element it is possible to set a text comment to the answer in **Text** TextBox
- **Previous-F5** Button **(F5** key**)** executes link to the previous element of questionnaire array in

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accordance with navigation rules

- **Next by number-F9** Button **(F9** key**)** executes link to the following element irrespective of navigation
- **Exit-Esc** Button **(Esc** key**)** terminates the dialogue. During creation of a questionnaire it is necessary to take into account that a questionnaire is entered into the database no earlier than when the last element of a template is reached (thus, **Finish~Button** appears instead of **Next-F6** Button). When a questionnaire is saved, a logical correctness of its information is automatically verified. If any errors are found, List of errors found in questionnaire Dialogue appears thus allowing to correct an error immediately or to move the questionnaire to the list of incorrect questionnaires for its further correction.
  If the input of the questionnaire is interrupted ahead of schedule, it is not saved!
- **No answer-F1** Button (**F1** key) enables to set value **No answer** in those elements where it is allowed by a template
  In the case of a jump in accordance with navigation rules, No answer is automatically written down in the skipped group of questions.
- **Next-F6** Button **(F6** key**)** executes jump to the next element of the questionnaire array in accordance with the navigation rules

In Edit mode, editing of particular elements of the particular questionnaire is made. Work with answers is similar to Create/Append mode. Navigation tools become critical for this.



- **Status** ComboBox (locate in the right side of **Rules** Button) allows to select either all questionnaires or a subset of exact or logically incorrect questionnaires of the current questionnaire array
- **< < -F7** Button (**F7** key) allows to proceed to the previous questionnaire of the questionnaire array

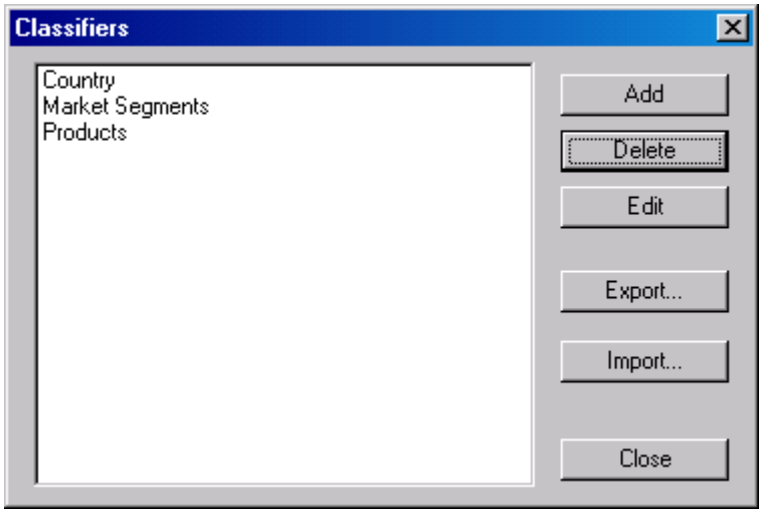
- TextBox contains the number of the current questionnaire. If a key element is available at a template of the current questionnaire array, the number of the questionnaire is a value of the key element, otherwise it is a sequential number of the questionnaire in a questionnaire array
- **F8-> >** Button (the key **F8**) allows to proceed to the following questionnaire of a questionnaire array
- **GoTo-F3** Button **(F3** key**)** allows to proceed directly to the necessary questionnaire in a questionnaire array. Number of the questionnaire is set in TextBox, after the key **Enter** is pressed, the indicated questionnaire becomes current
- **Delete** Button removes the current questionnaire from the questionnaire array
- **Check** Button (in the bottom of a window) executes verification of logical correctness of the current questionnaire. If any errors are found, List of errors found in questionnaire Dialogue appears that enables the user to correct an error immediately or to move the questionnaire to a list of incorrect questionnaires for further correction

View mode of a questionnaire array by navigation is completely similar to editing. However, in this case no changes can be introduced to the questionnaire. This is convenient for reliable analysis of a questionnaire array.

See also:
Template Dialogue

2.13.19 Classifiers Dialogue

Work with a list of classifiers.



- Main ListBox contains a list of classifiers (it can be empty). For any operations it is necessary to highlight the current classifier.
- **Add** Button provides creation of a new classifier
- **Edit** Button provides editing of the current classifier
- **Delete** Button removes the current classifier. If the classifier is be used at least in one template, the error message appears and the operation of deleting will not be executed
- **Export** Button provides export of the current classifier to the external file
- **Import** Button provides import of the classifier from the external file
- **Close** Button closes the dialogue window

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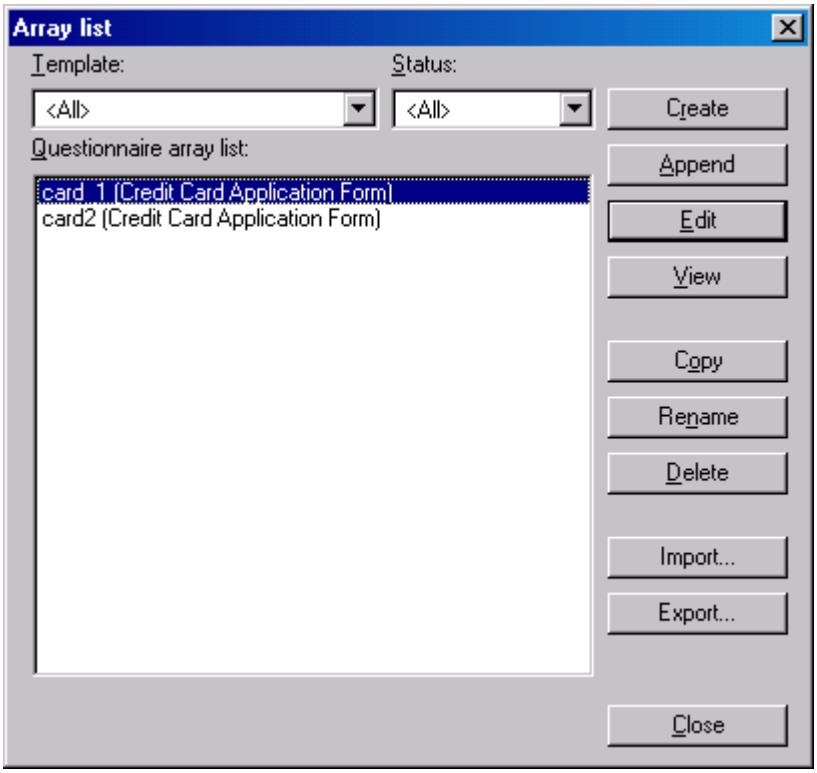
Export and import of classifiers can be performed from/to different external data formats.

The format of export / import is set by means of a field File type in the standard dialogue of file selection.

See also:
Classifier Dialogue
Export classifier to text file Dialogue
Import classifier from text file Dialogue
Import classifier from DBF Dialogue

2.13.20 Array List Dialogue

Work with a list of questionnaire arrays.



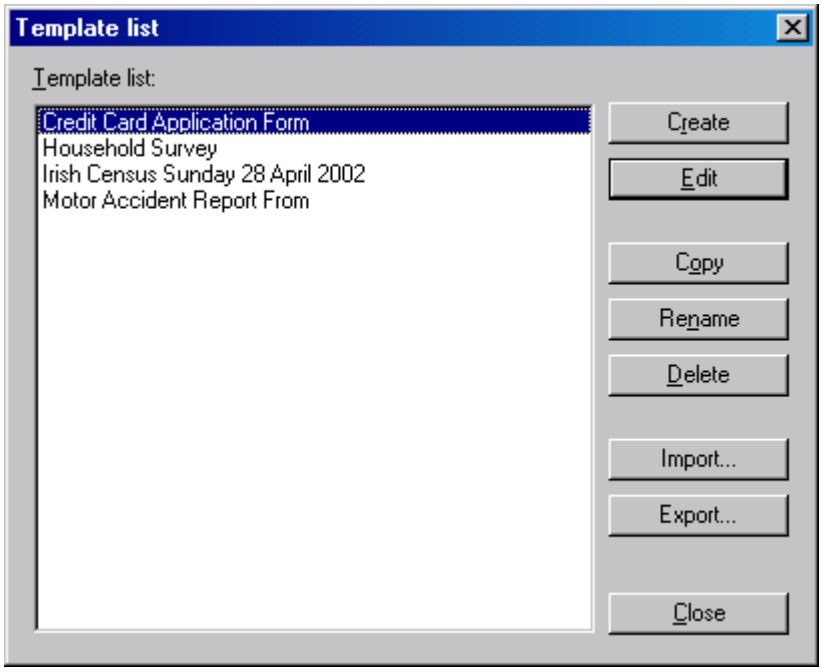
- **Template** ComboBox allows one to filter a list of questionnaire, so that the list would contain only those questionnaire arrays, which one are formed on the basis of the selected template
- **Status** ComboBox sets a subset of questionnaires within a questionnaire array - all, only those with errors, or only correct ones
- **Questionnaire array list** ListBox contains a list of existing questionnaire arrays (it can be empty). For any operations with it, it is necessary to highlight the current questionnaire array
- **Create** Button provides creation of a new questionnaire array; then the program asks to enter the name of a questionnaire array and then the name of the template (by means of Select template Dialogue), based on which a questionnaire array is formed
- **Append** Button provides appending of the new questionnaire to the current questionnaire array
- **Edit** Button provides editing of the questionnaire of the current questionnaire array
- **View** Button provides review of the questionnaire of the current questionnaire array

- **Copy** Button makes a copy of the current questionnaire array; here the name of a new questionnaire array is requested
- **Rename** Button renames a current questionnaire array; here the new name of a questionnaire array is requested
- **Delete** Button removes the current questionnaire array
- **Close** Button closes the dialogue window

See also:
Questionnaire Dialogue

2.13.21 Template List Dialogue

Work with a list of templates.



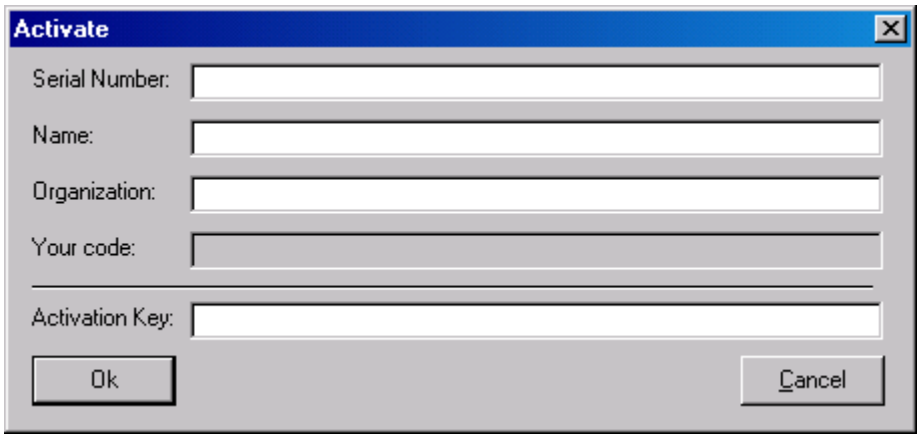
- **Template list** ListBox contains a list of existing templates (it can be empty). All operations, except for creation of a template and closing of a window demand selection of the current template in a list
- **Create** Button provides creation of a new template, here the name of a new template will be requested
- **Edit** Button provides editing of the current template
- **Copy** Button copies the current template, here the name of a new template will be requested
  If for creation of a new template it is desirable to use an existing bound template, it is necessary to copy a bound template under a new name.
- **Rename** Button renames the current template, here the name of a new template will be requested
- **Delete** Button removes the current template
  When a template is deleted, all questionnaire arrays created on the basis of the given template are always deleted too. Therefore, a respective warning is displayed before deleting of a template.
- **Close** Button terminates the dialogue

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See also:
Templates
Template Dialogue

2.13.22 Register/Activate Dialogue

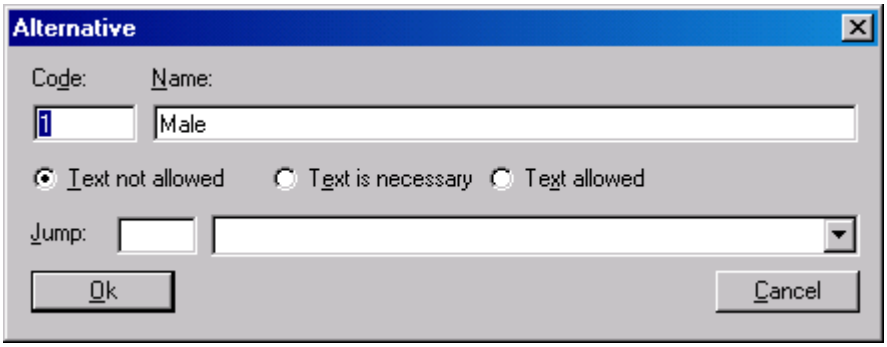
Registration of **DigSee SURE**.



Register dialogue is required for the program activation.
It is envisaged that you have contacted our company and received **Serial Code** and **Activation code.** Carefully enter the Serial Code, your name and/or name of your organization depending on whom the program is being registered, as well as the activation code. In case the information contains no errors, the software program will be registered after pressing button **OK**.
Attention! The input of information provided by you should be made in the same register, as the one provided by company DigSee for the software activation operation.
Cancel button is used to cancel the operation of software activation.
After registration, the program will have the capacity of supporting the required number of PALM users, PC users, and an optional possibility to edit questionnaires.

2.13.23 Alternative Dialogue

Editing of the alternative.

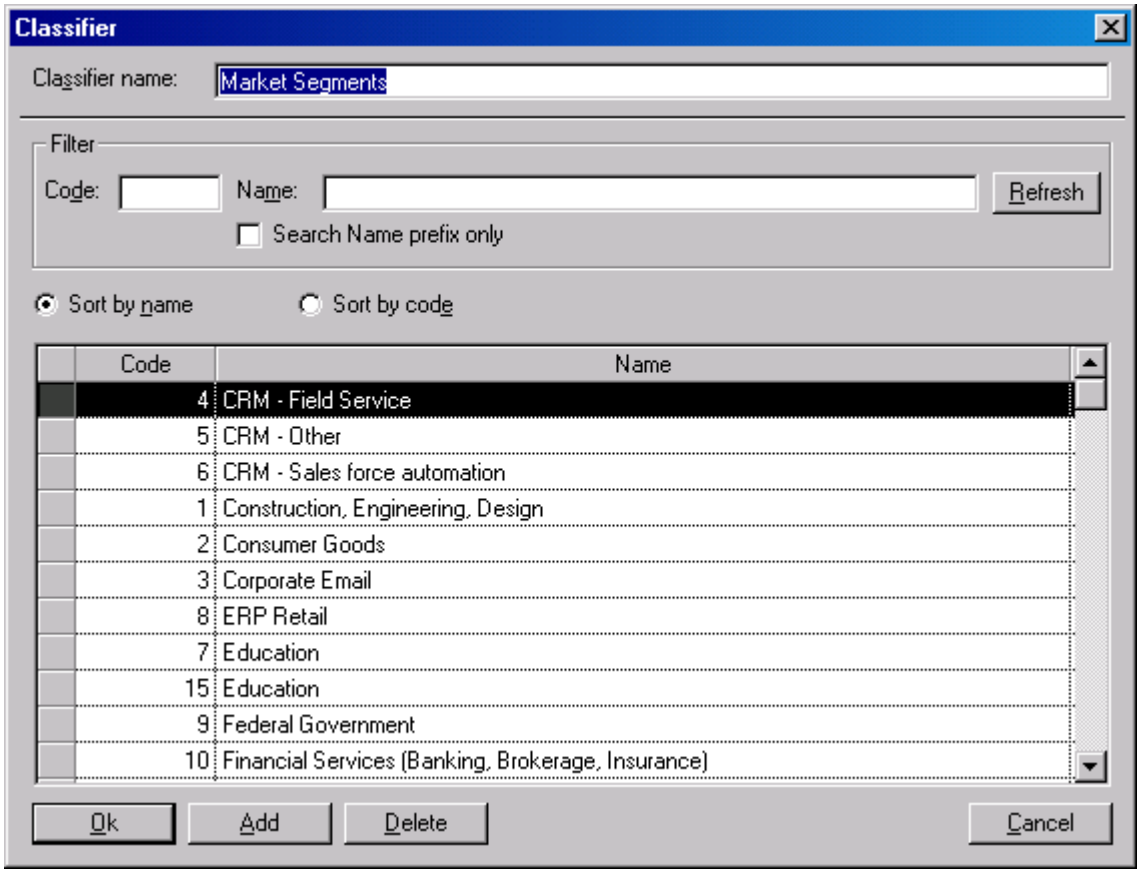


- **Code** TextBox contains a numeric code of the alternative. The code is generated automatically, but can be edited. This code should be unique in the list.

- **Text not allowed**, **Text is necessary**, and **Text allowed** RadioButtons determine whether the text comment is permitted for the given alternative and whether it is mandatory.
- **Jump** TextBox determines which element would be the next in the skip pattern after the selection of the given alternative. There are two ways to fill in a field: by writing a number of the element or by selecting an element from the pop-up list. The number of element 10000 has a special meaning: it indicates that the jump should be made to the end of the questionnaire, i.e. the input of the questionnaire will be completed.
- **Ok** Button closes the dialogue window and saves all changes
- **Cancel** Button closes the dialogue window and cancels all changes

2.13.24 Classifier Dialogue

Work with classifier.



- **Classifier name** TextBox contains classifier names
- **Filter** GroupBox Is intended for the search of a particular value in the classifier. For the search is necessary to enter a code in **Code** TextBox and/or a name in **Name** TextBox and to click on **Refresh** Button. As a result, only those lines of the table will remain that comply with the search criterion. Search by code requires equality of code values, while search by name requires coincidence of the line substrings.
- **Sort by name**, **Sort by code** RadioButtons control sorting of the classifier by the respective field.
- **Ok** Button closes the dialogue window and saves all changes
- **Add** Button adds empty line to the table; initially the line is added in the top of the table and when filled it takes a position pursuant to the current sorting pattern

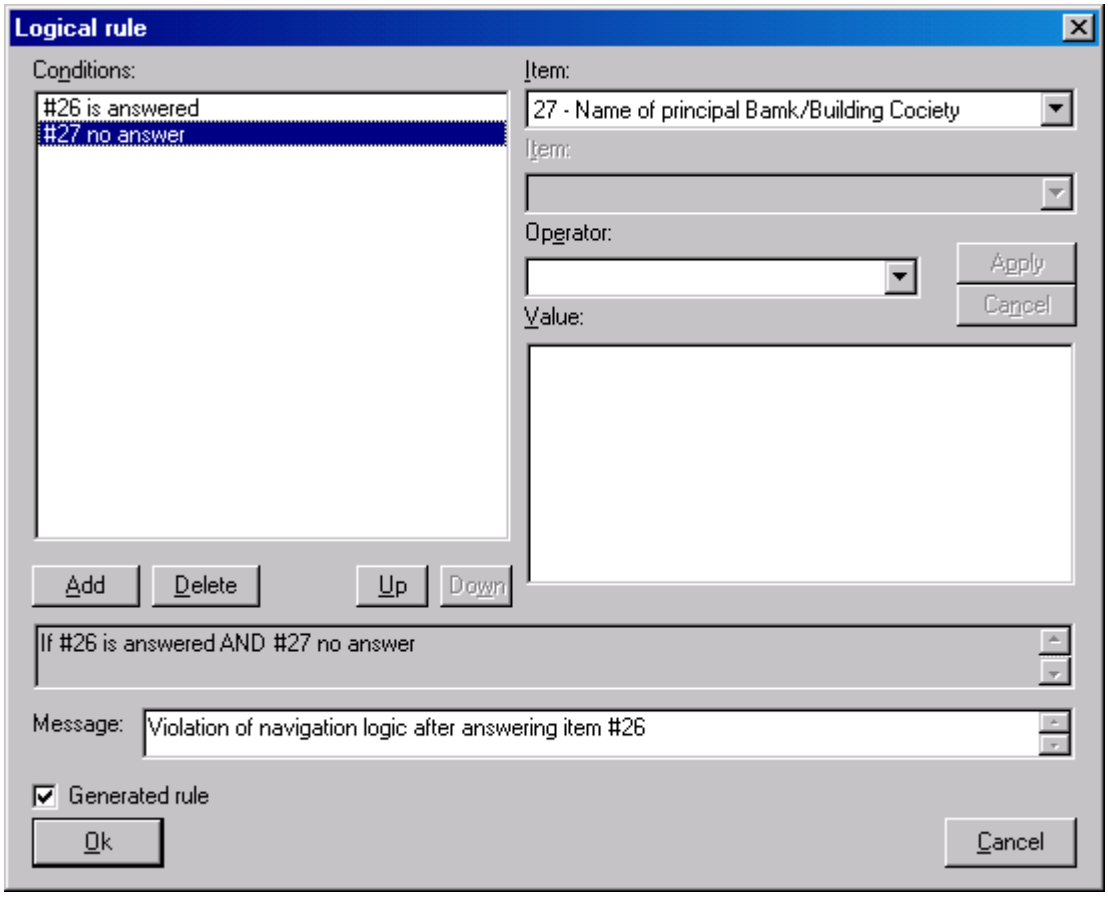
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- **Delete** Button removes the highlighted lines (a line is highlighted if its background is black; the line is highlighted by clicking of the mouse cursor on the grey area in the left-hand part of the line)
- **Cancel** Button closes the dialogue window and cancels all changes.

Editing of the classifier is performed directly in the table.

2.13.25 Logical Rule Dialogue

Creation and editing of a logical rule.



- **Conditions** ListBox contains a list of conditions formed for the given rule. As it is customary, for any operations with a particular condition, it should be highlighted in the list
- **Item** ComboBox sets elements of the questionnaire that are involved in a current condition. If an element is preset in the first **Item** ComboBox, and value <Not defined> is set in the second one, then condition is formed for a separate element. If elements are preset in both **Item** ComboBoxes, then condition is formed for an interval of elements
- **Operator** ComboBox contains a list of accessible logical and conditional operators. The logical operators **()**, **OR**, **AND** integrate separate conditions into one logical rule. The logical operator **AND** is not set in explicit form, but is meant by default. The conditional operators integrate separate elements set in **Item** ComboBox into one condition. The conditional operators are context-sensitive:
  - For an element or interval of any type the operators **no answer**, **is answered** are also applicable

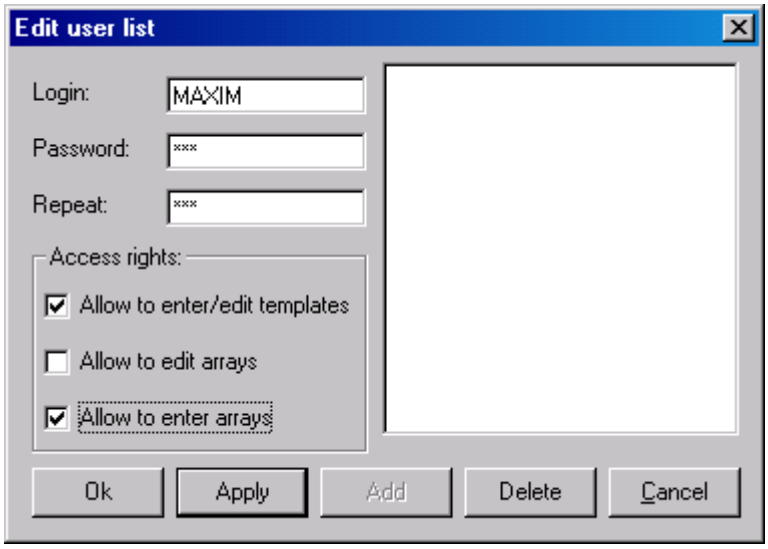
  - For an element (but not an interval!) of numeric type the operators **less**, **greater**, **not greater**, **not less**, **equal**, **not equal** are also applicable; here the number is set in **Value** TextBox
  - For elements such as **Radio** and **Check** the additional operators **not in**, and **in** are applicable; here **Value** TextBox contains a list of values, from which it is necessary to select the required options
- **Value** TextBox is made accessible (unblocked) depending on the context and allows one to set values for the current operator
- TextBox without a name shows the current type of a logical rule based on the information from **Conditions** ListBox
- **Message** TextBox allows one to set an explanatory message (title) for the rule, which information will appear when this rule becomes valid or as a component in a list of rules. If no message is elaborated, then a text generated by a system will appear, e. g.:
  `If #3 not less than 10 AND #4-#5 some is answered`
- **Add** Button allows one to add a condition or logical operator, unblocking **Item** ComboBox and **Operator** ComboBox
- **Delete** Button removes the current condition or logical operator
- **Up**, and **Down** Buttons change a sequence of conditions and logical operators, thus changing the rule in general
- **Apply** Button saves a current condition or logical operator after editing in **Conditions** ListBox
- **Cancel** Button cancels changes in a current condition or logical operator
- **Ok** Button terminates the dialogue, saving all changes made
- **Cancel** Button terminates the dialogue, cancelling any changes made

---

See also:
Logical rules
Errors in the questionnaire

2.13.26 Edit User List Dialogue

User list formation by Administrator.



- ListBox (the right side) contains a list of the existing users (it can be empty)

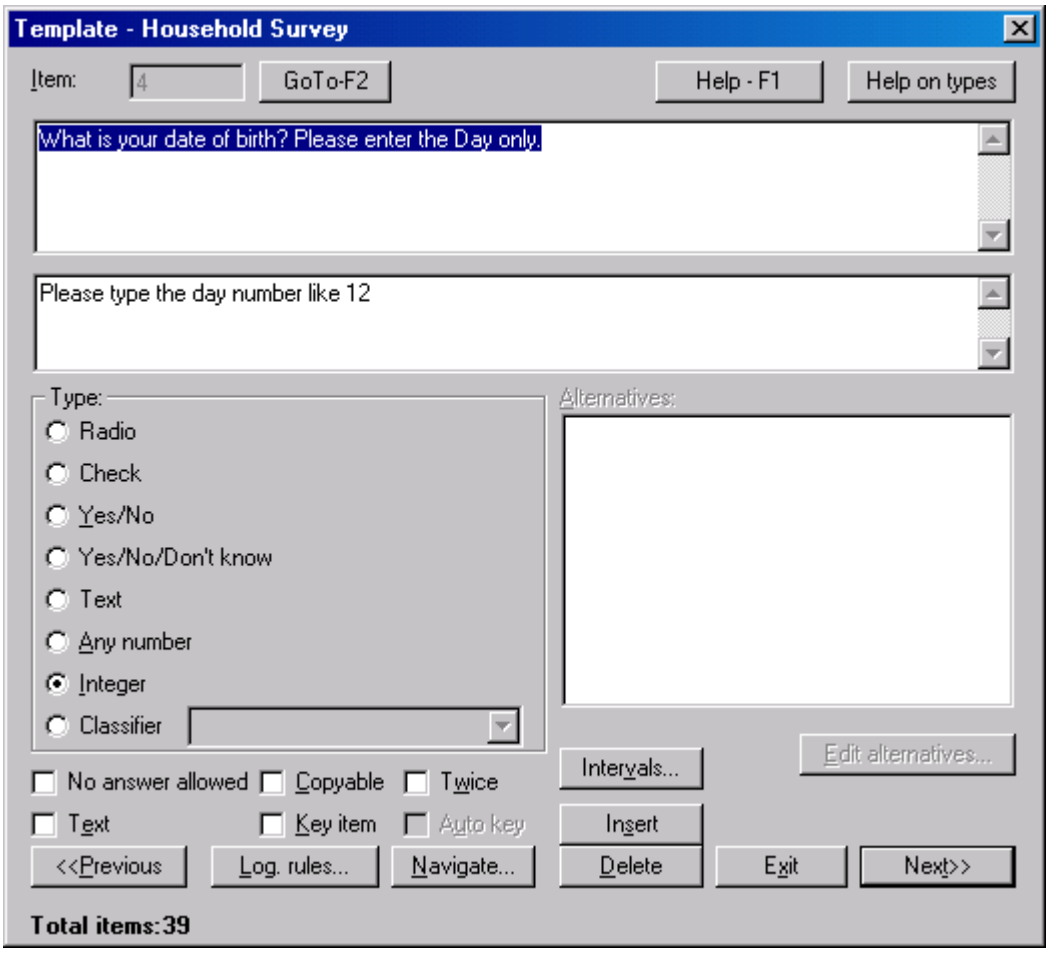
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- **Login** TextBox sets a login name
- **Password** TextBox sets the user password
- **Repeat** TextBox confirms the user password
- **Ok** Button closes the dialogue window, saving all changes
- **Apply** Button becomes accessible when the parameters of the new user are preset and it adds the new user to the list.
  If Apply Button is not clicked, the user will not be added, even at on exit by Ok Button.
- **Add** Button makes accessible **Login, Password, Repeat** TextBox for setting parameters of the new user
  Login name and password should start with a letter only and consist only of letters and numbers. The register of characters has no value.
- **Delete** Button removes the highlighted user from the list
- **Cancel** Button closes the dialogue window without saving any changes

2.13.27 Template Dialogue

Work with a template of the questionnaire. This dialogue combines Create and Edit modes for a template of the questionnaire.

In Create mode, all elements of the questionnaire - questions, answers, the required parameters and logical rules are set.



- **Item** TextBox is formed automatically and contains a number of the current element

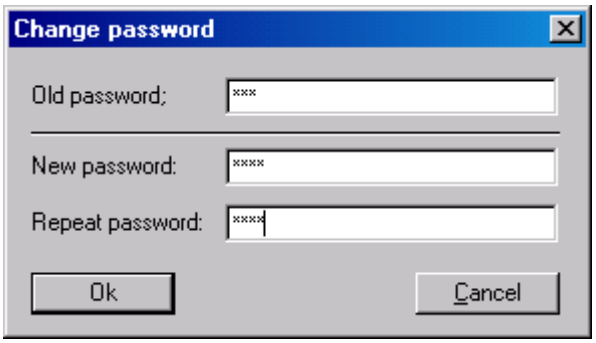
- **GoTo-F2** Button (**F2** key) allows one to pass directly to the necessary element. A number of an element is set in **Item** TextBox, while upon pressing **Enter** key the indicated element becomes current
- **Help-F1** Button (**F1** key) calls out this help file
- **Help on types** Button calls out help section on Data types
- **Name** TextBox (as shown in the above Figure, text "Question 1" is entered into this field) contains the description of the element in an arbitrary textual form. It can be a title of a field of the questionnaire or, generally, text of a question of the questionnaire. It is obligatory to set this field
- **Comment** TextBox (as shown in the above Figure, text "Comment 1" is entered into this field) can contain any comments to the question
- **Type** GroupBox sets type of the answer defined by Data types
- For any element it is possible to set the following parameters:
  - **No answer allowed** CheckBox - answer is not obligatory for this element
  - **Copyable** CheckBox - answers will be replicated for the given element from one questionnaire in the other one at input
- The remaining parameters are context-sensitive:
  - **Twice** CheckBox - answer to the given element will be requested twice for confirmation. It is accessible to all types, except for **Radio**, **Check**
  - **Text** CheckBox – giving answer to the element, it is possible to enter additional text with comments to the answer. It is accessible to types **Any number**, **Integer**, **Yes/No**, and **Yes/No/Don't know**
  - **Key item** CheckBox sets a key element, i.e. the answer should be unique within a questionnaire array. Only one element in a template can be a key one. It is accessible to numeric types (**Any number**, and **Integer)**
  - **Autokey** CheckBox sets automatic generation of a key element. It is accessible, if parameter **Key item** is set
  - **Alternatives** ListBox contains a list of current alternatives for types **Radio**, and **Check**
  - **Edit alternatives …** Button calls out Alternatives Dialogue for creation or editing of a list of the current alternatives
    For data types Radio, Check it is obligatory to set the list of alternatives.
  - **Intervals …** Button calls out Intervals Dialogue, permitting to set up to three intervals of values for numeric types (**Any number**, **Integer**)
  - **Navigate …** Button allows to set links/jumps (change of a sequence of questions) for types **Any number**, **Integer**, **Yes/No** and **Yes/No/Don't know**
- **<< Previous** Button executes link to the previous element of a template
- **Log. rules …** Button calls out Logical rules Dialogue for operations with logical rules of a template
- **Insert** Button pastes a new element of a template before the current one
- **Delete** Button removes the current element of a template
- **Exit** Button executes termination of dialogue. If any changes were introduced in a template, the question will be displayed on saving of the template
- **Next >>** Button executes link to the next element of a template. If the current element was the last one , then a new element is automatically added

Edit mode for free templates is completely similar to Create mode. For bound templates certain capabilities of editing (in particular, change of the data type) are inaccessible.

See also:
Templates
Examples of templates
Jump Dialogue for Numeric type
Jump Dialogue for Yes/No type

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2.13.28 Change Password Dialogue



Change of the password required for **DigSee SURE** entry.

Change of the password is a standard procedure:

- Input of the old password
- Input of the new password
- Confirmation of the new password

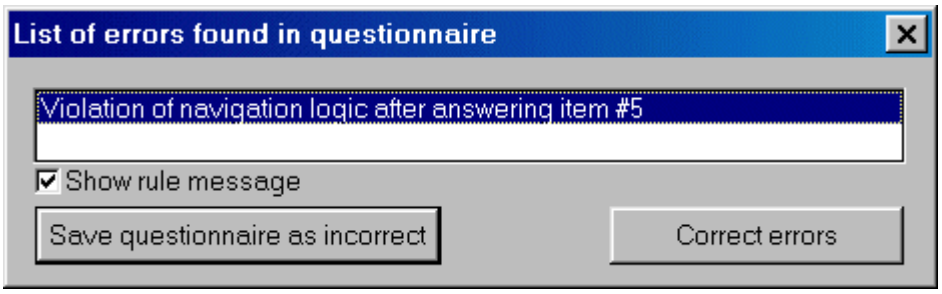
Password should start only with a letter and consist only of characters and numbers. The register of characters has no value.

Change of the password is made and the report on successful change of the password or error is given.

The command is accessible to any user.

2.13.29 List of Errors Found in Questionnaire Dialogue

Processing of errors found by checking of the particular questionnaire.

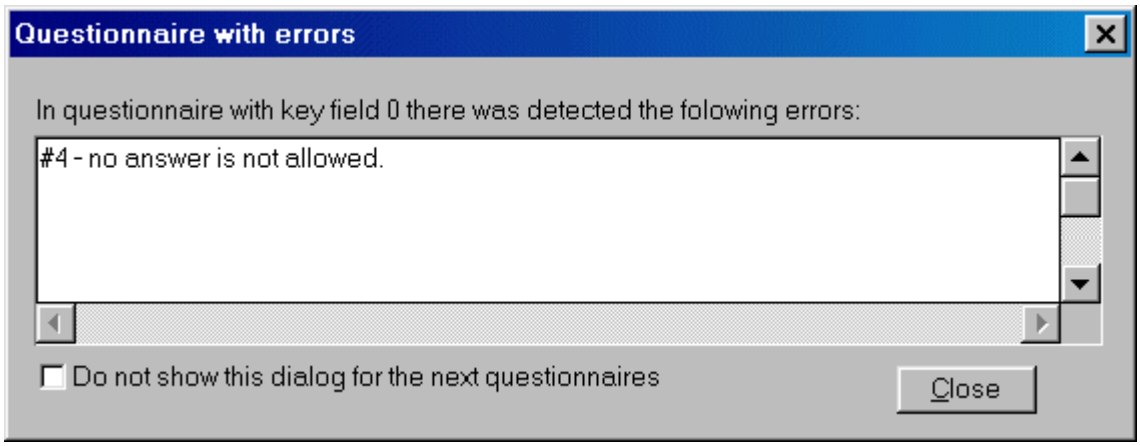


- ListBox contains a list of rules that are violated
- **Show rule message** CheckBox determines what information is shown in the list: a user-defined rule message or a rule description generated by the system
- **Save questionnaire as incorrect** Button saves the questionnaire for further processing with the status **With errors**
- **Correct errors** Button provides return to the mode of questionnaire editing, while the current element would be, most typically, the one that has caused an error

See also:
Logical rules
Errors in the questionnaire
Logical rules Dialogue

2.13.30 Questionnaire with Fatal Errors at Import Dialogue

Report on a fatal error in the questionnaire at import.



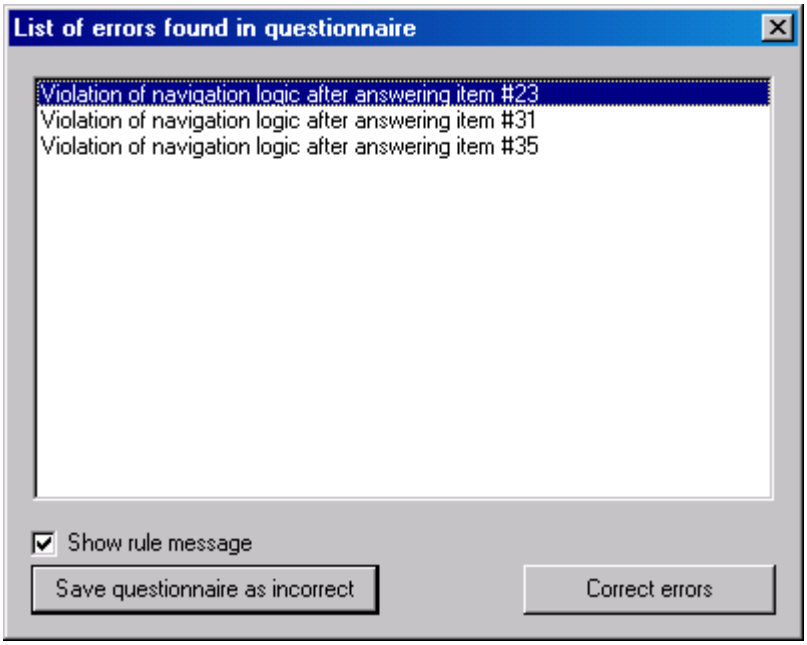
- ListBox contains a list of fatal errors found in the questionnaire
- **Do not show this dialogue for the next questionnaires** CheckBox determines whether to transfer this dialogue to the subsequent questionnaires with fatal errors
- **Close Button** closes the dialogue window. This is the only possible operation at import after familiarization with an error

Questionnaires with fatal errors are not imported to DigSee SURE.

2.13.31 Logical Errors' List Dialogue

Processing of errors detected during check-up of particular questionnaire.

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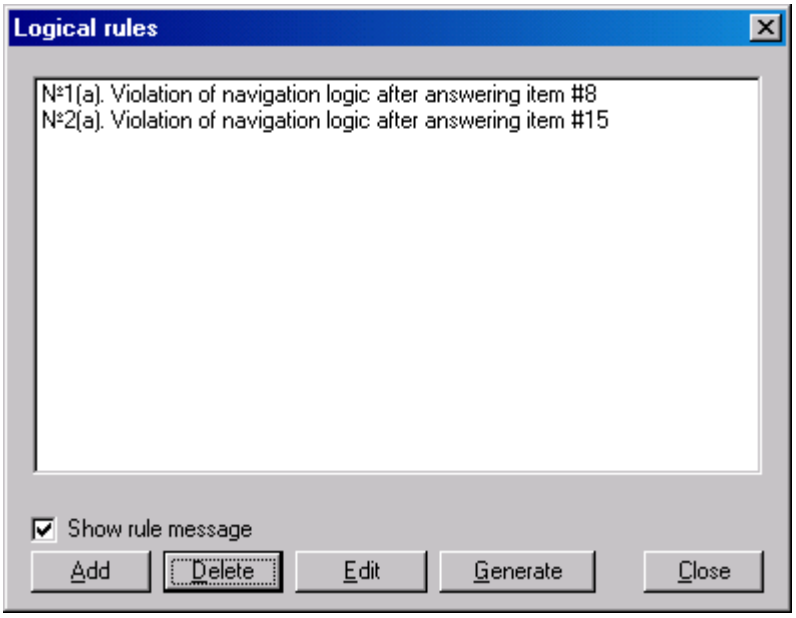
- The list represents the list of logical rules violated
- **Show rule message** defines the information shown in the list: user-defined or system-generated description of the logical rule
- **Save questionnaire as incorrect** saves questionnaire with **error-containing** status for its further processing
- **Correct errors** provides the system return into the questioonaire editing mode: the current unit would be the one, which has caused the error

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See also:
Logical rules
Errors in questionnaires
Logical rule edit dialogue

2.13.32 Logical Rules Dialogue

Work with a list of logical rules of a template.



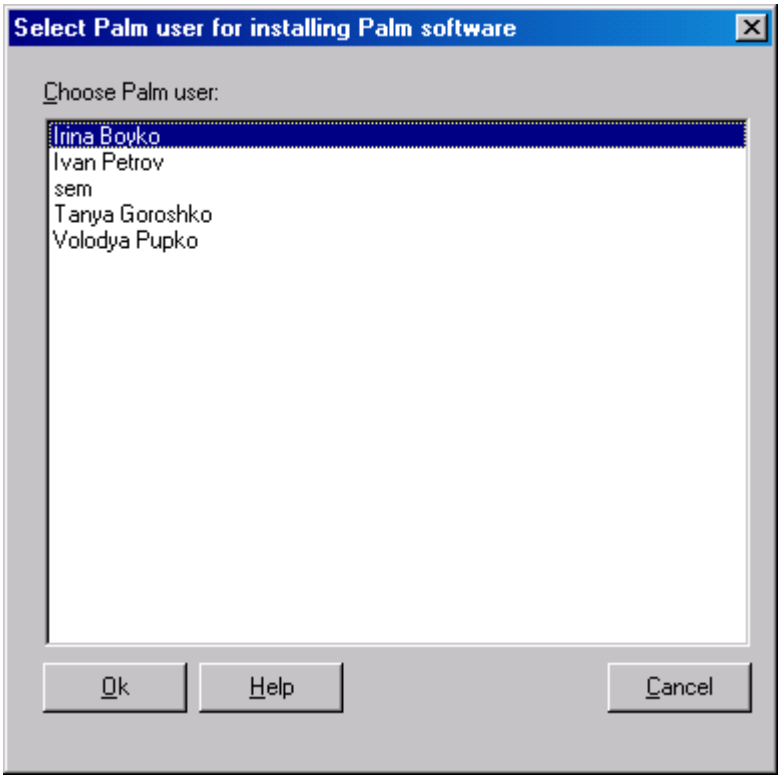
- ListBox contains the current list of logical rules (it can be empty). In a list of all logical rules the automatically generated rules visually differ by the suffix **(a)** that follows directly the number of a logical rule, for example: #17(a). For any operations the current rule should be highlighted
- **Show rule message** CheckBox determines what is to be displayed in the list: user-defined rule message or description of the rule generated by the system
- **Add** Button provides adding of a new rule
- **Delete** Button removes the current rule
- **Edit** Button provides editing of the current rule
- **Generate** Button ensures automatic generation of the rules; before the given operation is executed the confirmation is requested, as far as all outdated automatic rules will be deleted upon this generation
- **Close** Button closes the dialogue window

See also:
Logical rules
Errors in the questionnaire
Logical rule Dialogue

2.13.33 Dialogue of installation of Palm application

This is a dialogue for installation of the DigSee SURE application on a PALM device

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The DigSee SURE application can be installed on PALM of a mobile representative both at the office and remotely.
For installation of the application the program DigSee SURE uses the standard technology of synchronisation HotSync. Therefore for connection of a new mobile representative we recommend you to:
1. Acquire a PALM device.
2. Install PALM standard programs (or test their availability) on the same computer, which contains the DigSee SURE server. All these programs should be contained on the accompanying CD for yours PALM-device.
3. Conduct trial synchronisation with your PALM, and make sure that your personal data are synchronised.

Only after that you will have an opportunity to install the program on the given PALM through the menu command **PALM \Install Palm application**. Then you will see the given dialogue.

Attention! The PALM menu can be unavailable, if you have not installed standard programs for PALM-device synchronisation.

- The window contains the list of all PALM users. You can select those users on whose device the program DigSee SURE should be installed during their following session of synchronisation.

Attention! The list of PALM-users is not the list of the DigSee SURE users. You can edit the list of PALM- users in the PALM DESKTOP software program, which should be installed on the central computer.

- The checkmark is made by mouse click on the necessary line or by pressing Space key. Removal of the checkmark is made by repeated click on the necessary line or by pressing Space key.
- **OK** completes the dialogue, fixing the selected list in memory.
- **Select all** puts checkmark on all arrays
- **Cancel selection** removes checkmark from all arrays

- **Cancel** completes the dialogue, cancelling a further chain of operations

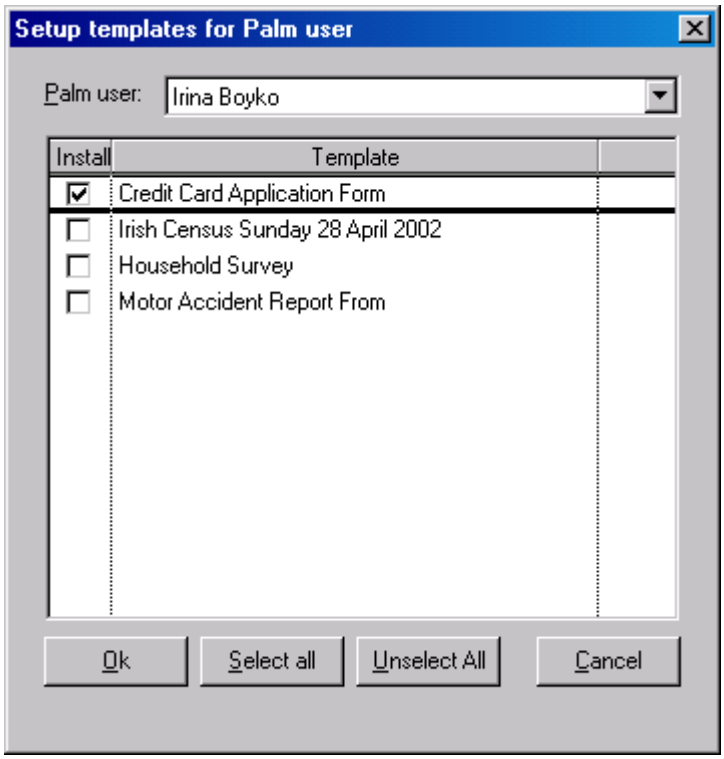
It is noteworthy, that application will be physically installed on the selected PALM device at the moment of following synchronisation of that device.

Attention! Your purchase of DigSee SURE entitles you to a license for the software operation by a certain agreed number of Palm users. Free trial mode of software operation allows you to operate only with one Palm user. If the number of Palm users registered in your system exceeds the number of purchased licenses, the system would allow you to work only with the number covered by licenses. In this case, the short list users, which would be allowed to operate, is made by selecting them in the alphabetic order from the full list of your registered users. In order to buy the required number of licenses, you need to contact DigSee, Ltd.

See also
Dialogue of template installation for Palm users
Usage of Palm Sure
Mobile usage of (Palm) DigSee Sure

2.13.34 Dialogue of template installation for Palm users

This is a dialogue used for installation of templates for PALM users.



- **The pop-up list** contains the list of all PALM users. Select the user, for whom you want templates to be installed.
- The window contains the list of all templates. In this list, it is necessary to mark the required templates. The checkmark is made by click on the necessary line or by pressing Space key. Removal of the checkmark is made by repeated click on the necessary repeated click on the necessary line or by pressing Space key.

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Attention! If the PALM-user already has some templates on his (her) PALM, these templates will be deleted after synchronisation, and only the new list of templates will be accessible to this PALM user.

- **OK** completes the dialogue, fixing the selected list in memory.
- **Select all** puts checkmark on all templates
- **Unselect All** removes checkmark from all templates
- **Cancel** completes the dialogue, cancelling a further chain of operations

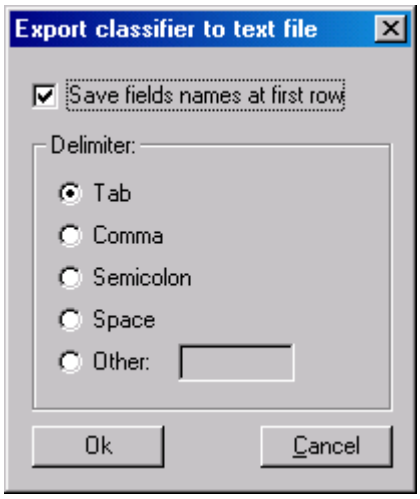
Note 1: It is supposed that the DigSee Sure program is already installed) on the PALM device, to which the templates are transferred and installed.

Note 2: The templates are physically transferred to the PALM device during the next synchronisation session, provided that the PALM user has confirmed in the program on PALM his(her) readiness to synchronise data (option Ready).

See also
Dialogue for installation of Palm application
Dialogue of array import from Palm
Mobile usage of (Palm) DigSee Sure
Usage of Palm Sure

2.13.35 Export Classifier to Text File Dialogue

Set-up of parameters for the classifier export to a text file.



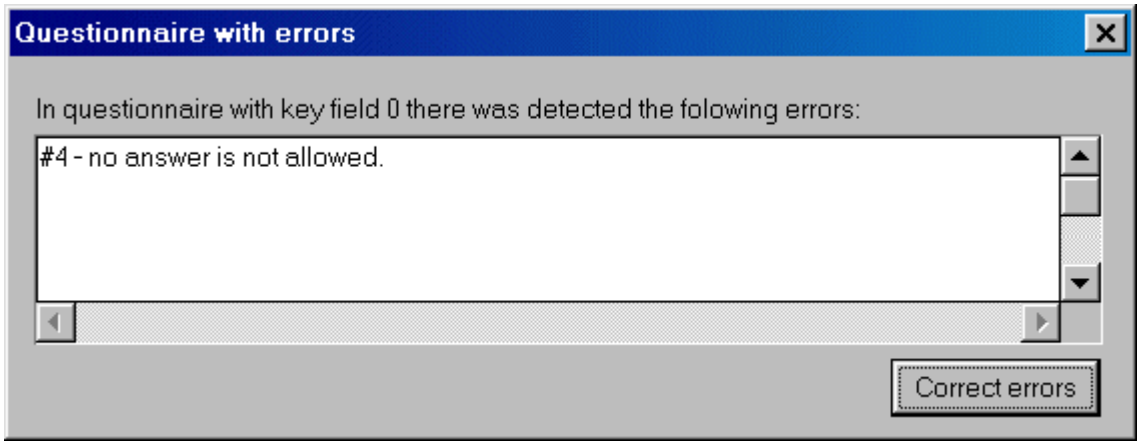
- **Save fields names at first row** CheckBox determines whether fields' names will be saved in the output file. In this case, the first line entered will be of **"code, name"** type
- **Delimiter** GroupBox sets a separator, by which fields will be separated from each other
- **Ok** Button terminates the dialogue, submitting the parameters
- **Cancel** Button terminates the dialogue, cancelling a further chain of operations

The classifier is saved in the following format:

- Each record is written in a separate row
- The record consists of two fields (**code** and **name**), separated by the set separator
- The lines are enclosed in quotation marks (")

See also:
External data formats

2.13.36 Dialogue with the list of questionnaires with fatal errors (mandatory for correction)



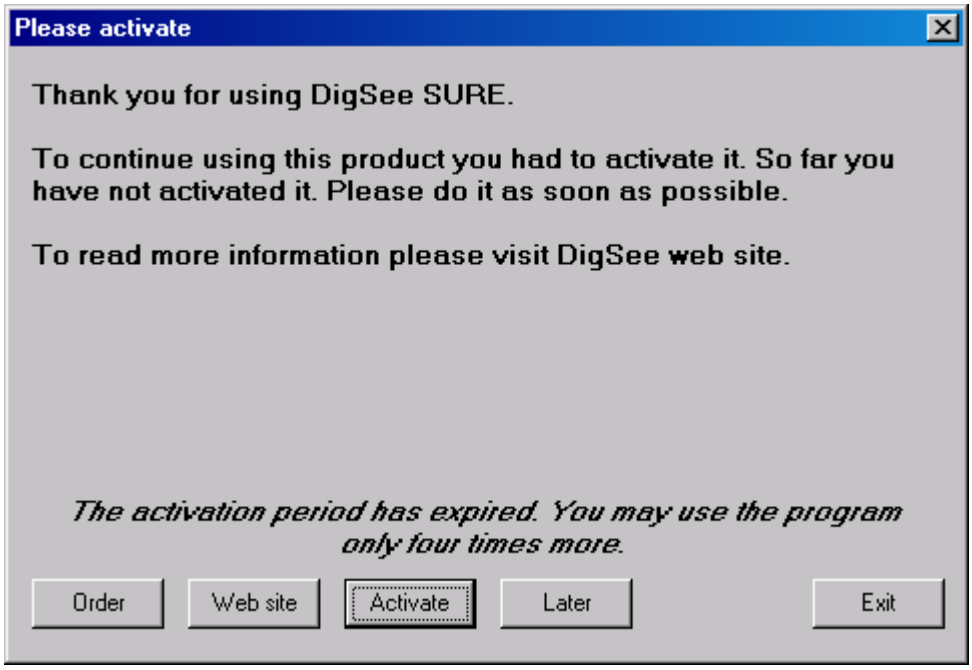
- This dialogue box contains the list of fatal errors detected in a questionnaire
- **Correct error** button closes the dialogue box and switches the control back to the questionnaire editing mode of the particular questionnaire element, which corresponds to the current error in the dialogue box. This is the only action allowed in the questionnaire data entry.

DigSee SURE permits no fatal errors in the questionnaire data entry, therefore such errors should be corrected immediately.

2.13.37 Dialogue reminding the user of necessity of registration:

Reminder on the necessity to register **DigSee SURE**.

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- **Licence**, **Order**, and **Web site** Buttons give access to the official information on DigSee SURE registration and conditions of usage, as well as on the company DigSee and its other products
- **Register** Button calls out Register Dialogue, permitting to register DigSee SURE
- **Later** Button allows to skip registration and to use the product during a trial term (30 days)
- **Exit** Button interrupts execution of the program

The order of arrangement of push buttons in a window varies at each trial start!

See also:
Support and Contacts

2.14 Help System

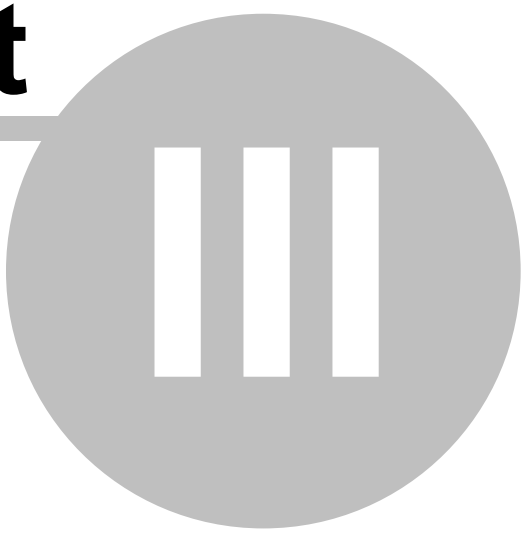
Help **DigSee SURE** reference system proposes users several ways of obtaining the necessary information.

- **Contents** command of **Help** menu provides access to the main sections of Help
- The subject index of Help allows to find the necessary section using a keyword
- The context help contains the items of information in the open dialogue window. To call it, it is necessary to hit **F1** key or click on **Help** button
- The pop-up hints illustrate designation of panel buttons on a toolbar
- Additionally, **Help** menu contains the required references with Internet links, while **About …** command allows to get detailed and illustrated information on the current version of **DigSee SURE**

Your delivery should also include "Quick Start" document, which we strongly recommend you to work through step by step. The updated information on the given product you can find on a specialized site in the Internet: http://www.mobilentry.com. The given site contains pages with updated section Questions and Answers, the latest articles and other useful information. We also recommend you to visit a corporate site www.digsee.com. On our site you can get acquainted with our solutions, download a trial version of our program on the free-of-charge basis and to receive the required help.

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Part



3 Registering the program

3.1 Rights/license/warranty

The process of the DigSee SURE program installation implies that you get acquainted with the information on the rights concerning this software program, license agreement and warranties. You are obliged to read attentively the given license. However, if you disagree with any clause of the license agreement, you should refuse usage of the program DigSee SURE and delete the installation files from your computer.

At any moment of time you can get access to the text of the agreement in file license.txt. This document is also available in the program group DigSee SURE, which is accessible after pressing Start button of your computer.

Some comments to the license agreement are given below.
First of all, you do not have the right to distribute the program DigSee SURE without the written agreement of the company DigSee, Ltd. by any way, including the Internet and intranet networks, on CDs, floppy disks, DVDs or any other data carriers and media. The program IS NOT shareware and cannot be distributed neither in non-commercial nor commercial goals and objectives by electronic or any other means.
You do not have the right to distribute or copy any documentation, WEB-site extracts, descriptions, graphic schemes, flowcharts or any other parts of the system.
If you have questions on the license agreement, we'll by glad to clarify these issues with you. For this purpose you need to contact us by any possible way.

Insofar as creation of our system has required considerable financial inputs and human resources from our company, we shall pursue by all possible ways all cases of violation of our copyright, property and other rights.

3.2 How to Order/Register the Software

To order or register **DigSee SURE**, you may contact us by any of the following ways:

By E-mail: sales@digsee.com

By phone: +380-44-5510431

By fax: +380-44-5592603

By mail: DigSee Ltd, Office 618, 7A Vozzjednannya Ave., 02160 Kiev, Ukraine

For more information please visit our web sites:

DigSee SURE on the Web: http://www.mobilentry.com/

DigSee on the Web: http://www.digsee.com/

See also:
About program/contacts
System Requirements
Copyright/License/Warranty

3.3 Activation of the program

If you have acquired the system DigSee SURE as an out-of-box product, from your dealer or in the Internet network, you are obliged to activate the program (to register your copy of the program at our company).

The main proof that you have purchased the program from the authorized dealer is correctly filled **Certificate on the right of the program usage**. Make sure that an envelope of the certificate has not been opened before the purchase. Immediately after opening this envelope, fill in correctly the title of your company on the certificate. Each Certificate contains your **Serial Number** for the program. You should activate the program in the next few days after your purchase.
The maximum period, during which DigSee SURE program will operate without its activation, equals to 30 days.
Attention! Non-activated system DigSee SURE is not supported by our company!

How to activate DigSee SURE?

- **By telephone.**

When you make your telephone call to our office, please be ready to provide us with the following information:

- The serial code indicated in your Certificate
- Your full name, if the program is registered by physical entity, or
- The full title of your company for registration, if the program is registered by a legal entity

Then you will receive your activation code, which you should enter in the respective program activation dialogue box together with your other required data.

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See also

Dialogue for serial code entry
Program activation dialogue
Dialogue reminding the user of the necessity to activate the program
Dialogue reminding the user of the necessity to register the program

Part



4 Support and Contacts

4.1 Technical Support

Technical support of the system DigSee SURE includes the following service options:

- Customer support via E-mail and the Internet network
- Customer support by telephone
- Around the clock technical support
- Hot-line reserve support
- Hardware support
- Assigned in-company support specialist
- Charge-free (or special offer) support of the program upgrades
- Support of the system adaptation to the customer requirements
- Other options

You should strictly follow the terms of the support agreement made with our company.
Usually we provide FREE OF CHARGE technical support via E-mail and the Internet network to our clients in the first 30 days' period after the program purchase.

The support via the Internet network is provided at the following site:
http://www.digsee.com/rus/support/
You may as well send us your request via E-mail to the address
support@digsee.com

Please feel free to send your questions, comments, proposals, messages on errors detected and any other issues to the given address!
You can send us your commercial proposals by email to the address admin@digsee.com, or contact us by any other communication means at your discretion.

Attention! The technical support is made via the Internet network only, unless other support options are stipulated in your individual contract. We recommend you to make sure that technical support by telephone is envisaged by your agreement and you are our authorised client, before you start calling our technical support service.

Updated charge-free news

Our programs are subject to permanent development and update. If you want to be informed on the new versions of our products and services, you can subscribe to obtaining the charge-free information via E-mail. We guarantee full confidentiality of your contact e-mail and make sure that no irrelevant information be sent to your address.
In order to subscribe to our news, you only need to send E-mail message with a word "News" in the Subject textbox to the address
newsletter@digsee.com.

We hope you enjoy our program and take the full advantage of it to broaden your business horizons!

4.2 About program\contacts

DigSee SURE

Copyright (C) 2000-2002 DigSee, Ltd.
All Rights Reserved

All rights concerning the system DigSee SURE belong to the company DigSee, Ltd.

All rights on published materials, information placed in the Internet, the user's manual, graphics design components and other materials belong to the company DigSee, Ltd. All rights on any other by an obvious image the not indicated components of the system DigSee SURE belong to to the company " ООО Дигси ".

Any copying of installation files, information, documentation, parts of documentation, information presented on our sites in the Internet, executable programs is forbidden, unless the written approval of the company DigSee, Ltd. is obtained.

Corporate contacts:

- Sales sales@digsee.com
- Business Development admin@digsee.com
- Marketing and Advertising info@digsee.com
- Human Resources career@digsee.com
- Technical Support support@digsee.com
- Partners partner@digsee.com
-

General Feedback

Please contact DigSee with any general comments or questions by sending an e-mail to info@digsee.com

Contacting us.

If you know the name of the DigSee employee you wish to contact, our e-mail addresses are structured as follows: firstname.surname@digsee.com (surname must be entered without any space or apostrophe).

Corporate Address :

Head Office: **"DigSee" Ltd**. Office 618,7a Prospect Vossoedineniya, Kiev, Ukraine,
Phone: +380-44-5510431
fax: +380-44-5594603

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