



CONFIRMIT HORIZONS v19 USER SYSTEM REQUIREMENTS

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1 About this Document

This document provides a complete list of the Operating system and setup requirements for Confirmit Horizons users, to enable users to run the various Confirmit applications and modules. These requirements apply whether the user is working with an On-Premise or an SaaS system.

Please report any errors in this document to support@confirmit.com.

1.1 Requirements for On-Premise Server Installations

System requirements for On-Premise server installations are contained in the Confirmit Server Manual, which is updated for each new version of the software.

1.2 Recommended vs. Minimum Requirements

In some situations a minimum set of requirements can provide limited functionality. If this is the case, an additional set of *recommended* requirements will provide full functionality for the relevant Confirmit module. Users finding that they lack functionality listed in the Confirmit Horizons User Manual or the Confirmit Reportal Manual should verify that their system is compliant with the recommended requirements rather than the minimum.

2 Confirmit Horizons Modules

Confirmit Horizons is an extensive software suite that provides user interfaces for end users accessing different application modules. The list of modules includes:

- Confirmit Authoring (Standard and Professional Users)
- Confirmit Express
- Confirmit Reportal (Designers, Analysts and Viewers)
- Confirmit SmartHub
- Confirmit Instant Analytics
- Active Dashboards
- Action Management
- Confirmit Survey engine (Respondents)
- Confirmit Translator
- Confirmit XML Web Services
- Confirmit CAPI
- Confirmit Kiosk
- Confirmit CATI
- Confirmit Debug Station
- Confirmit Data Central

The requirements for using each of these application modules are covered individually in this document.

Confirmit Horizons is designed for use with a minimum screen resolution of 1024 x 768 at 100% browser zoom with the quick-launch bar collapsed. If your system is set to a lower resolution or a different zoom level, this may prevent Confirmit Horizons being used. If a Mac is to be used, it must have the right-click functionality available.

2.1 Confirmit Authoring

The Confirmit Authoring module is used for creating and managing surveys in an intuitive web interface. For a full list of requirements for using Confirmit Authoring, consult the table below.

Confirmit Authoring requirements (Standard and Professional users)		
Element	Minimum	Recommended
<i>Operating system</i>	Windows Vista SP2 OS X*	Microsoft Windows 7 or Windows 8 Desktop.
<i>Web browser</i>	Internet Explorer 8 (Windows only), Firefox (current and previous 5 releases), Chrome (current and previous 5 releases)*	Internet Explorer 11, Firefox (latest) or Chrome (latest).
<i>Web browsing enhancement (Internet Explorer only)</i>	Microsoft XML parser 3.0 SP3	Microsoft XML parser 6.0 (http://support.confirmit.com/xml/)
<i>Office components</i>	Microsoft Office 2003 formats capable office suite for opening exports: ✓ Microsoft Excel 2003 format capable spreadsheet editor required for viewing Rapid Results exports ✓ Microsoft Word 2003 format capable word processor required for viewing new Questionnaire Word Export introduced in Confirmit 11.	Microsoft Office 2007, Microsoft Office 2010 or Microsoft Office 2013.

* "Panelist Editor" and "Compare Survey version" are not supported in Chrome and Firefox. Refer to the Confirmit Authoring User Guide for details. Chrome on a Mac does not support Silverlight.

The Edge browser is not supported for Survey Authoring or Panel Management, however users will be allowed to log on via Edge.

Browser capability requirements	
Element	Description
<i>Cookies</i>	Client cookies and session cookies must be allowed from the Confirmit server. If the client browser does not accept cookies, Authoring users will be unable to log on to the system.

We recommend that users add Confirmit to “Trusted sites” in their browser’s security settings, and that the adjustments to the security settings mentioned below should be done for trusted sites only:

Browser security settings (Internet Explorer only)		
Element	Setting	Purpose / Effect
<i>Binary and Script Behaviors</i>	Enable	Some pages require this setting.
<i>Download Signed ActiveX controls</i>	Enable/ Prompt	If using the VSFlexGrid Pro ActiveX component for editing answer lists, ActiveX needs to be enabled. If using the DHTML or Silverlight component for editing answerlists, ActiveX is not required.
<i>Run ActiveX controls and plugins</i>	Enable	See above.
<i>Script ActiveX controls marked as safe for scripting</i>	Enable	See above.
<i>Font download</i>	Prompt	Preview of a survey using a font that is not already installed will not work.
<i>Display mixed content</i>	Prompt/ Enable	Some surveys/survey layouts previewed in HTTPS might use image sources from a HTTP site and vice versa.
<i>Drag and drop or copy and paste files</i>	Enable	Users will not be able to drag images into WYSIWYG fields in Confirmit Horizons when set to Disable or Prompt.
<i>Submit nonencrypted form data</i>	Enable	Will not be able to submit form data in Confirmit Horizons if this is set to Disable.
<i>Userdata persistence</i>	Enable	Confirmit Horizons stores a lot of information, such as size and positioning of objects, in userdata.
<i>Active scripting</i>	Enable	Confirmit Horizons uses scripting in most parts of the application.
<i>Allow paste operations via script</i>	Enable	Users will not be able to paste into the WYSIWYG fields of Confirmit Horizons if this setting is disabled.
<i>Automatic prompting for file downloads</i>	Enable	Required to allow launching of CATI monitoring from the interviewer list activity view.
<i>Use software rendering instead of GPU rendering.</i>	Enable	If using IE11, setting must be enabled to display toolbox icons. Note that IE must be restarted for setting change to take effect.

Requirements for Answerlists, Survey Data Template Editor and Online Coding		
Element	Minimum	Recommended
<i>Microsoft Silverlight</i>	Microsoft Silverlight 5.0 http://www.microsoft.com/silverlight/resources/install.aspx	(Same as minimum)

2.2 Confirmit Express

The Confirmit Express user interface is designed for people with little or no experience from similar applications, and enables users to easily leverage the Confirmit Horizons platform.

Confirmit Express requirements		
Element	Minimum	Recommended
<i>Operating system</i>	Windows Vista SP2.	Windows 7 or Windows 8 Desktop.
<i>Web browser</i>	Internet Explorer 8, Firefox (current and previous 5 releases), Chrome (current and previous 5 releases), Safari 4.	Internet Explorer 11, Firefox (latest), Safari 5, Chrome (latest).
<i>Web browsing enhancement (Internet Explorer only)</i>	Microsoft XML parser 3.0 SP3.	Microsoft XML parser 6.0 (http://support.confirmit.com/xml/)
<i>Office components</i>	Microsoft Office 2003 formats capable office suite for opening exports: ✓ Microsoft Excel 2003-capable spreadsheet editor required for viewing Rapid Results exports.	Microsoft Office 2007, Microsoft Office 2010 or Microsoft Office 2013.

2.3 Confirmit Reportal

Confirmit Reportal enables users to design and view reports so data collected from surveys can be analyzed. For a full list of requirements for using Confirmit Reportal, consult the table below.

Confirmit Reportal requirements (design mode)		
Element	Minimum	Recommended
<i>Operating system</i>	Windows Vista SP2. OS X.	Windows 7 or Windows 8 Desktop.
<i>Web browser</i>	Internet Explorer 8, Firefox (current and previous 5 releases), Chrome (current and previous 5 releases).	Internet Explorer 11, Firefox (latest), Chrome (latest).
<i>Web browsing enhancement (Internet Explorer only)</i>	Microsoft XML parser 3.0 SP3.	Microsoft XML parser 6.0 (http://support.confirmit.com/xml/)

The Edge browser is not supported for Reportal, however users will be allowed to log on via Edge.

Confirmit Reportal requirements (analyst mode)		
Element	Minimum	Recommended
<i>Operating system</i>	Windows Vista SP2.	Windows 7 or Windows 8 Desktop.
<i>Web browser</i>	Internet Explorer 8, Firefox (current and previous 5 releases), Chrome (current and previous 5 releases).	Internet Explorer 11, Firefox (latest), Chrome (latest).
<i>Web browsing enhancement (Internet Explorer only)</i>	Microsoft XML parser 3.0 SP3.	Microsoft XML parser 6.0 (http://support.confirmit.com/xml/)

Confirmit Reportal requirements (view mode)		
Element	Minimum	Recommended
<i>Operating system</i>	Any operating system supported by the operating system vendor.	Any operating system supported by the operating system vendor.
<i>Web browser</i>	✓ Internet Explorer 8 ✓ Opera 9 ✓ Firefox 10 ✓ Safari 5.1 ✓ Chrome 26 Previous versions of Netscape, Internet Explorer, Firefox, Safari, Chrome and Opera will normally allow access to most functionality, but Confirmit will not be supporting viewer related issues with older browsers.	✓ Internet Explorer 11. ✓ Opera 9+. ✓ Firefox (latest). ✓ Safari 5.1+. ✓ Chrome (latest).

Report viewer components fully support the Edge browser for reports run on Confirmit SaaS environments, and for on-premise versions 19 or later. This support only applies to the newest versions of Confirmit reporting components, and not to older versions which have been replaced by newer alternatives (e.g. Hitlist version 1 and Dundas chart components are not supported).

Browser capability requirements	
Element	Description
<i>Add-ons</i>	Browser embedded Macromedia Flash Player is required to display animated charts.

Browser security settings (Internet Explorer only)		
Element	Setting	Purpose / Effect
<i>Download Signed ActiveX controls</i>	Enable/ Prompt	Required to download and install Macromedia Flash Player ActiveX component. Animated charts will not work if this setting is disabled.
<i>Run ActiveX controls and plugins</i>	Enable	Animated charts in Confirmit Reportal rely on ActiveX controls that are installed with Internet Explorer.

<i>Script ActiveX controls marked as safe for scripting.</i>	Enable	Animated charts in Confirmit Reportal rely on ActiveX controls that are installed with Internet Explorer.
<i>Automatic prompting for file downloads.</i>	Enable	Only required if the Export Delivery Method is set to "Download" or "User Defined" rather than Email.

Confirmit PowerPoint Add-in Requirements		
Element	Minimum	Recommended
<i>Operating system</i>	Microsoft Windows Vista SP2.	Windows 7 or Windows 8.
<i>Microsoft Office Version</i>	Microsoft Office 2007 Service Pack 2, Microsoft Office 2010, Microsoft Office 2013.	(as minimum).
<i>Operating System Extras</i>	Microsoft .NET Framework 4.5.	(as minimum).
<i>Operating System Extras</i>	Microsoft Visual Studio 2010 Tools for Office.	(as minimum).
<i>Operating system extras</i>	Microsoft Windows Installer 3.1 http://www.microsoft.com/downloads/details.aspx?FamilyID=889482fc-5f56-4a38-b838-de776fd4138c&DisplayLang=en	(as minimum).

Note: PowerPoint Add-in requirements (except OS and Microsoft Office version) will be installed automatically by the PowerPoint Add-in setup application if not already installed.

2.4 Confirmit SmartHub

Confirmit SmartHub allows data sources of different types to be brought together for use in analysis and reporting.

Confirmit SmartHub requirements		
Element	Minimum	Recommended
<i>Operating system</i>	Windows Vista SP2. OS X.	Windows 7 or Windows 8 Desktop.
<i>Web browser</i>	Internet Explorer 10 (Windows only), Firefox (current and previous 5 releases), Chrome (current and previous 5 releases).	Internet Explorer 11, Chrome (latest), Firefox (latest).

2.5 Confirmit Instant Analytics

Confirmit Instant Analytics provides instant access to survey analytics with zero setup.

Confirmit Instant Analytics requirements		
Element	Minimum	Recommended
<i>Operating system</i>	Windows Vista SP2. OS X.	Windows 7 or Windows 8 Desktop.

<i>Web browser</i>	Internet Explorer 9 (Windows only), Firefox (current and previous 5 releases), Chrome (current and previous 5 releases).	Internet Explorer 11, Chrome (latest), Firefox (latest).
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2.6 Confirmit Active Dashboards

Confirmit Active Dashboards provides actionable information relevant to each user's role within the organization. Each employee can receive a customized, interactive view of customer feedback data tailored to their specific roles and responsibilities.

Confirmit Active Dashboards requirements		
Element	Minimum	Recommended
<i>Operating system</i>	Windows Vista SP2. OS X.	Windows 7 or Windows 8 Desktop.
<i>Web browser</i>	Internet Explorer 10 (Windows only), Firefox (current and previous 5 releases), Chrome (current and previous 5 releases).	Internet Explorer 11, Chrome (latest), Firefox (latest).

2.7 Confirmit Action Management

Confirmit Action Management initiates, coordinates, and accelerates organization-wide action responding to survey feedback. Action Management may also be used to help coordinate the actions of team members on items unrelated to survey response issues.

Confirmit Action Management requirements		
Element	Minimum	Recommended
<i>Operating system</i>	Windows Vista SP2. OS X.	Windows 7 or Windows 8 Desktop.
<i>Web browser</i>	Internet Explorer 10 (Windows only), Firefox (current and previous 5 releases), Chrome (current and previous 5 releases).	Internet Explorer 11, Chrome (latest), Firefox (latest).

2.8 Confirmit Survey Engine (Respondents)

The Confirmit survey engine has been designed to comply with web standards so that surveys will function correctly in as many browsers as possible. Note however that features such as client side scripts, media playing, the use of certain cascading style sheet properties etc. that users add to surveys might alter the default requirements.

Confirmit Survey Engine requirements	
Element	Minimum
<i>Operating system</i>	Any operating system supported by the operating system vendor.
<i>Web browser</i>	Any browser supporting HTML and CSS.
<i>Advanced WI and Dynamic Questions</i>	✓ Internet Explorer 8+. ✓ Firefox 10+.

<i>features (optional), Inline surveys</i>	✓ Safari (Mac only) 5.1+. ✓ Chrome 26+.
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2.9 Confirmit Translator

The Confirmit Translator enables project managers to allow external users to translate their surveys directly in a graphics user interface without the risk of changing the questionnaire layout. Translators can only access surveys that have been prepared for translation by the project owner.

Confirmit Translator requirements		
Element	Minimum	Recommended
<i>Operating system</i>	Windows Vista SP2.	Windows 7 or Windows 8 Desktop.
<i>Web browser</i>	Internet Explorer 8, Firefox (current and previous 5 releases), Chrome (current and previous 5 releases)	Internet Explorer 11, Firefox (latest), Chrome (latest).

2.10 Confirmit XML Web Services

The Confirmit XML Web Services provides an API for connecting external applications to Confirmit Horizons to allow operations to be performed outside the GUI, such as the extraction of data into a company database.

Confirmit XML Web Services requirements (through APIs)		
Element	Minimum	Recommended
<i>Connectivity</i>	Access to the APIs is provided using SOAP, requiring a development platform with SOAP capabilities.	(Same as minimum).

2.11 Confirmit CAPI

The Confirmit CAPI module adds offline interviewing capabilities to Confirmit Horizons through a downloadable interviewer console. Confirmit Horizons provides an administrative interface for managing consoles and survey deployment. Two versions are available; CAPI for Windows and CAPI for Android.

2.11.1 CAPI for Windows

Confirmit CAPI for Windows requirements (interviewer console)		
Element	Minimum	Recommended
<i>Operating system</i>	Windows Vista SP2*.	Windows 7* or Windows 8* or Windows 10*.
<i>Memory</i>	1 Gb.	(Same as minimum).
<i>CPU</i>	2 GHz or greater.	(Same as minimum).
<i>Web Browser</i>	Internet Explorer 8.	Internet Explorer 11.
<i>Operating system extras</i>	Microsoft .NET framework 2.0 - http://www.microsoft.com/downloads/details.aspx?FamilyID=0856EACB-4362-4B0D-8EDD-AAB15C5E04F5&displaylang=en	(Same as minimum).

	Microsoft .NET Framework 4.5: http://www.microsoft.com/en-US/download/details.aspx?id=30653	
Operating system extras	Microsoft Web Services Enhancements (WSE) 3.0 runtime - http://www.microsoft.com/downloads/details.aspx?familyid=9E59C3FB-E7BC-4D91-908E-411A8D329F3D&displaylang=en	(Same as minimum).

Note: CAPI requirements (except OS and Web browser) will be installed automatically by the Confirmit CAPI setup application if not already installed. Confirmit CAPI automatically installs .NET 2.0, .NET 4.5 and WSE 3.0 if not already installed.

Note: Windows 8 RT edition is not supported.

*Dial-up connections have not been tested under 64-bit operating systems and are therefore not supported.

2.11.2 CAPI for Android

Confirmit CAPI for Android requirements (interviewer console)		
Element	Minimum	Recommended
Operating system	Google™ Android 4.0 or greater.	(Same as minimum).

2.12 Confirmit Kiosk

The Confirmit Kiosk module adds offline interviewing capabilities to Confirmit Horizons through a downloadable interviewer console. Confirmit Horizons provides an administrative interface for managing consoles and survey deployment.

Confirmit CAPI requirements (interviewer console)		
Element	Minimum	Recommended
Operating system	Windows Vista SP2*.	Windows 7* or Windows 8*, Windows 10*.
Memory	1 Gb.	(Same as minimum).
CPU	2 GHz or greater.	(Same as minimum).
Web Browser	Internet Explorer 8.	Internet Explorer 11.
Operating system extras	Microsoft .NET framework 2.0 - http://www.microsoft.com/downloads/details.aspx?FamilyID=0856EACB-4362-4B0D-8EDD-AAB15C5E04F5&displaylang=en Microsoft .NET Framework 4.5: http://www.microsoft.com/en-US/download/details.aspx?id=30653	(Same as minimum).
Operating system extras	Microsoft Web Services Enhancements (WSE) 3.0 runtime - http://www.microsoft.com/downloads/details.aspx?familyid=9E59C3FB-E7BC-4D91-908E-411A8D329F3D&displaylang=en	(Same as minimum).

Note: Kiosk requirements (except OS and Web browser) will be installed automatically by the Confirmit CAPI setup application if not already installed. Confirmit CAPI automatically installs .NET 2.0, .NET 4.5 and WSE 3.0 if not already installed.

Note: Windows 8 RT edition is not supported.

*Dial-up connections have not been tested under 64bit operating systems and are therefore not supported.

2.13 Confirmit CATI

The Confirmit CATI module adds support for online Computer Assisted Telephone Interviewing capabilities to Confirmit Horizons through a downloadable interviewer console.

Confirmit CATI requirements (interviewer console)		
Element	Minimum	Recommended
<i>Operating system</i>	Windows Vista SP2.	Windows Vista, Windows 7 or Windows 8.
<i>Memory</i>	1 Gb.	(Same as minimum).
<i>CPU</i>	2 GHz or greater.	(Same as minimum).
<i>Internet Browser</i>	Internet Explorer 9.	Internet Explorer 11.
<i>Operating system extras</i>	Microsoft Windows Installer 3.1 http://www.microsoft.com/downloads/details.aspx?FamilyID=889482fc-5f56-4a38-b838-de776fd4138c&DisplayLang=en	(Same as minimum).
<i>Operating system extras</i>	Microsoft .NET framework 4.0 (will also install .NET 2.0 and Windows Installer 3.1 if required). http://www.microsoft.com/download/en/details.aspx?id=17851	(Same as minimum).

Note: CATI requirements (except OS) will be installed automatically by the Confirmit CATI setup application if not already installed. Confirmit CATI automatically installs Windows Installer 3.1 and .NET 4.0, if not already installed.

Note: Due to security updates to the Confirmit SaaS environment, IE8 is no longer supported. This means that machines running Windows XP (which cannot run versions of IE later than 8) are no longer able to use CATI.

We recommend that users add Confirmit to "Trusted sites" in their browser's security settings, and that the adjustments to the security settings mentioned below should be done for trusted sites only:

Browser security settings		
Element	Setting	Purpose / Effect
<i>Display mixed content</i>	Enable	Some surveys/survey layouts in HTTPS might use image sources from a HTTP site and vice versa.
<i>Submit non-encrypted form data</i>	Enable	Will not be able to submit form data in Confirmit Horizons if this is set to Disable.

Confirmit CATI Operational Requirements

Confirmit will not support call centre environments where interviewing PC's do not meet our minimum requirements. Furthermore, Confirmit will not support customers where interviewing PC's are installed or configured with 3rd party applications which run or interact with the host PC during shift times. Virus scanners, Windows Updates, and backup software can be installed and enabled, but must be configured to run and self update out of operational hours. Other applications such as spyware scanners and personal firewalls may impact your usage of Confirmit and therefore may need to be disabled during operational hours also. Confirmit recommends that interviewer PC's be locked down using Group Policies to prevent unauthorised access to the Operating System, web sites and system configuration.

The Edge browser is not supported for CATI, however users will be allowed to log on via Edge.

2.14 Confirmit Debug Station

Confirmit Debug Station is a downloadable application provided as part of the Confirmit license. The Debug Station is aimed at users with programming skills who write advanced scripts as part of their surveys and who need to debug the script code. Confirmit Debug Station must be installed on the user's PC. Confirmit Debug Station can be used to run Confirmit surveys locally on the user's PC, attached to a .NET debugger, to debug script code in the survey (script nodes, precode masks, question masks, conditions, validation code and piping).

Confirmit Debug Station requirements		
Element	Minimum	Recommended
Operating system	Windows Vista SP2*.	Windows 7* or Windows 8* or Windows 10*.
Memory	1 Gb.	(Same as minimum).
CPU	2 GHz or greater.	(Same as minimum).
Internet Browser	Internet Explorer 8.	Internet Explorer 11.
Operating system extras	Microsoft .NET framework 2.0: http://www.microsoft.com/downloads/details.aspx?FamilyID=0856EACB-4362-4B0D-8EDD-AAB15C5E04F5&displaylang=en Microsoft .NET Framework 4.5: http://www.microsoft.com/en-US/download/details.aspx?id=30653	(Same as minimum).
Operating system extras	Web Services Enhancements (WSE) 3.0: http://www.microsoft.com/downloads/details.aspx?familyid=9E59C3FB-E7BC-4D91-908E-411A8D329F3D&displaylang=en	(Same as minimum).
Debug application	A .NET 2.0 debug application is required, i.e. ✓ Microsoft CLR Debugger (DbgCLR.exe) - distributed with ".NET Framework Version 2.0 Software Development Kit" (SDK: http://msdn2.microsoft.com/en-us/netframework/aa731542.aspx) ✓ Microsoft Visual Studio 2005/2008 (with built-in debugger).	No preference.

Note: Confirmit Debug Station automatically installs .NET 2.0, .NET 4.5 and WSE 3.0 if not already installed.

Note: Windows 8 RT edition is not supported.

*Dial-up connections have not been tested under 64bit operating systems and are therefore not supported.

2.15 Confirmit Data Central

Confirmit Data Central is a desktop application that helps streamline and optimize data processing functions. These functions include data and metadata definition and manipulation, cleaning and recoding, reformatting, streaming, weighting, and exporting. The generated data processing tasks can be either executed server site or locally depending on the data processed.

Confirmit Data Central requirements		
Element	Minimum	Recommended
<i>Operating system</i>	Windows Vista SP2 (32 and 64-bit versions), Windows 7 (32 and 64-bit versions). If you wish to install Data Central on a Windows Vista machine, check for the following: Data Central requires that the user must have administrator privileges to configure SQL Server access settings (and a number of other parameters). In addition, as Windows Vista by default keeps the UAC feature turned on (a feature introduced by Microsoft for security reasons), it may prevent some installation and configuration steps from being completed. You can consider doing the following (the procedure below applies to Windows Vista Business and Ultimate editions only): • Use the Computer Management interface to find the Group Policy settings. Next, find "User Account Control: Run all administrators in Admin Approval Mode" parameter there and set it to Disabled. • Reboot the PC. On the next Windows Vista start, UAC feature will be disabled.	
<i>Memory</i>	512 Mb.	1 Gb.
<i>CPU</i>	1 GHz or greater.	(Same as minimum).
<i>Free Disk space</i>	30 MB minimum required.	
<i>Operating system extras</i>	Microsoft .NET framework 3.5: http://www.microsoft.com/downloads/details.aspx?FamilyID=AB99342F-5D1A-413D-8319-81DA479AB0D7&displaylang=en To run the Horizontal Merge operation, Microsoft SQL 2005 or 2008 is required (any edition). A free version of Microsoft SQL 2005 Express edition can be downloaded here: http://www.microsoft.com/downloads/details.aspx?FamilyID=220549b5-0b07-4448-8848-dcc397514b41&DisplayLang=en To import SPSS data (SAV, Quanvert, Dimension, Quancept, Surveycraft) the Dimension Data Model of SPSS must be purchased and installed on your machine. Contact SPSS for further information: http://www.spss.com/data_model/ Confirmit is not authorized to obtain a license for the SPSS Dimensions Data Model, Confirmit is therefore in no position to test or reproduce issues related thereto. We therefore expressly disclaim any and all warranties pertaining to operations you may perform related to SPSS data, such as but not limited to loading SPSS data to / from Confirmit, or running data through the SPSS Data Model on Confirmit Data Central.	

2.16 Confirmit TCI

Confirmit TCI (Telephony Computer Interface) is a powerful telephony add-on to Confirmit CATI. The system fully automates the dialing of telephone numbers on behalf of the interviewers, dramatically increasing call centre productivity. Furthermore, features such as real time monitoring, full call recording and verbatim recording significantly increase call centre quality. If your company plans to utilize a Dialer as part of your CATI activities via the Confirmit Software, a



number of additional system requirements will apply. Full system requirements are found in the Confirmit Local Dialer System Requirements document, available from <http://www.confirmit.com/legals/legal.aspx>.

2.17 Confirmit Local Dialer Web Service

Confirmit Local Dialer Web Service is the component responsible for communicating between Confirmit CATI and a supported local dialer. If your company plans to utilize a Dialer as part of your CATI activities via the Confirmit Software, a number of additional system requirements will apply. Full system requirements are to be found in the Confirmit Local Dialer System Requirements document, available from <http://www.confirmit.com/legals/legal.aspx>.