eXperience Matters

OUR SOLUTIONS

IVR | **Custom Panel Services** | **Mail** | **Online Surveys** | **SMS/MMS** | **Inbound** | **Phone**

EXPERTLY TRAINED STAFF

- 750+ telephone interviewers
- Survey research procedures & protocols
- Familiar with IRB protocols
- Human subjects protection training
- Multi-modal & dual platform coordination
- Vetted staff – successful criminal background check required
- English and Spanish language capabilities
- Established partnerships with tenured social science researchers

HIGH-VOLUME CALLING CAPACITY

- 750+ fully networked computer assisted telephone interviewing (CATI) stations
- Secure work-from-home capabilities for continuity
- Daytime and evening calling hours cover all time zones
- TCPA compliant

PROVEN QUALITY ASSURANCE

- Call monitoring and validation protocol
- Standardized scripts and FAQs
- Audio and visual monitoring
- HIPAA Compliant

ReconMR
Reconnaissance Market Research

ReconMR specializes in dynamic data collection solutions for enterprise commercial and marketing research firms, social science, academic, public opinion and government surveys with more than 30 years of experience delivering representative high-quality data and results.

OUR EXPERIENCE KEEPS PROJECTS ON TRACK

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