

CAPI Case Management System Based on Wireless Telecommunications

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Modern telecommunications systems provide new possibilities which did not exist few years ago when telecommunication was based on telephone lines and modems. Currently wireless 3G and UMTS networks have wide coverage in most countries. E.g. they cover nearly all parts of Finland and GPRS coverage is everywhere. For the needs of a CAPI information system GPRS is efficient enough. UMTS reaches to speed of fastest broadband. This brings up new possibilities for designing a CAPI Case Management System (CSM).

The CAPI Case Management System at Statistics Finland was first established in 1993. It was based on telephone connection and modems. The system was renewed in 2008 - 2009 and it is now based on wireless telecommunications. The WWAN system for data transmission makes use of mobile “modems” attached to a USB port. The installed application includes also a voice client. Statistics Finland has also decentralized CATI collection, done by field interviewers. Field interviewers use now the laptop as a telephone to conduct interviews. The basic architecture of information system is close to the previous one.

The presentation includes a technical description of CSM and the new features which have been installed, and demonstrates its use.