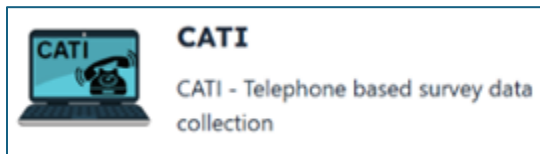


READI Quick Reference Guide – Outbound Calling

1. Login to [READI](#)
2. Select the CATI icon



3. Select the desired survey

Survey Selection
Select a survey from the list to pull from. You can return to this page to change this selection any time between surveys.

	Proj. Code	Survey Id	Title	Total	Remaining	Avail
☐	939	400	MONTHLY TURKEY HATCHERY REPORT	1,559	1,559	
☐	122	1980	AGRICULTURAL SURVEY - MARCH	35,661	35,522	
☐	161	1209	HOG REPORT	539	528	

BOARDS

☒ Continue

4. Click on the Zoom tab and click login or start if not already logged into Zoom
5. Click 'Pull Next Sample'



6. Dial (either by clicking on a number on the dial screen or clicking 'Make Next Call')



7. If the interview is NOT Initiated:
 - a. End the call, code the call completion box, and click 'Complete Call'. (Make an appointment if requested)
 - b. Dial another number for the same operation if available or if finished with this operator, **Skip to Step 9**

8. If the Interview is Initiated:

- a. Once a call connects click 'Open Survey'



- b. Alert the respondent that the call may be monitored and recorded and click 'acknowledged'
- c. Verify or update the address information
- d. Collect the survey data
- e. Submit the survey
- f. End the call
- g. Code the Call Completion box and click complete call

Call Completion

Notes

☒ Complete Call

9. Click 'Complete Sample'



10. Click 'Close Sample'

11. Click 'Pull Next Sample'



OR

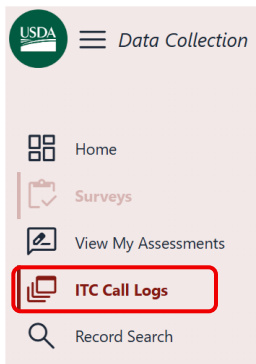
12. Log out - Click the icon at the top right with the user's initials, click log out, then close that tab in the browser

READI Quick Reference Guide – Inbound Calling (ITC)

1. Login to [READI](#)
2. Click the Show/Hide Menu at the top left



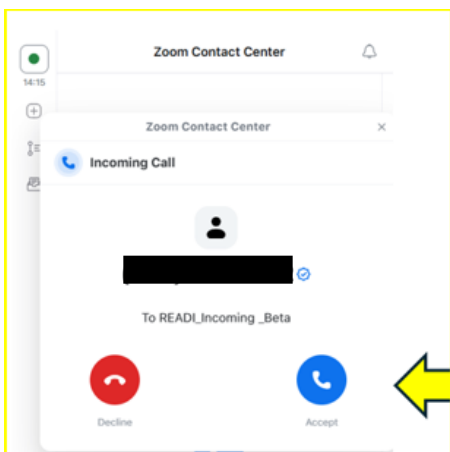
3. Click ITC Call Logs



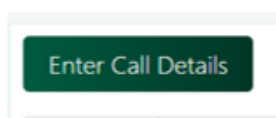
4. Click on the Zoom tab and click login or start if not already logged into Zoom
5. Click Toggle Zoom status at the top right to turn it green for READY status



6. When you receive an incoming call, click 'Accept' and minimize the Zoom Contact Center screen.



7. Click Enter Call Details on the top left



8. Complete the Call Information Screen

9. For Call Reasons other than Survey Specific, fill in the additional required information and click submit.
10. For Call Reason = Survey Specific, the search screen will appear. Search by name, address, EDR code, etc.

State Poid	Tract	Subtract	Survey	Operation Name	Whole Name	Start Date	End Date	Partners	Status	Escalation Status
07-301733000		1	0777 - COUNTY AGRICULTURAL PRODUCTION SURVEY	DOE FARMS INC	JOHN DOE	10/15/2025	01/31/2026			●
05-300129310		1	1889 - SHEEP AND GOAT REPORT	DOE FARMS INC	JOHN DOE	12/02/2025	01/16/2026			●
05-300154850		1	0777 - COUNTY AGRICULTURAL PRODUCTION SURVEY	DOE FARMS INC	JOHN DOE	10/15/2025	01/31/2026			●
07-301072300		1	1889 - SHEEP AND GOAT REPORT	DOE FARMS INC	JOHN DOE	12/02/2025	01/16/2026			●

11. If the record is found, click on the green State Poid hyperlink and complete the survey. Once completed, the system returns to the ITC call logs screen.
12. If the record is found, but the respondent prefers to make an appointment for later, click the Schedule Appointment link on the right side.
13. If the record is not found, click 'Not Found' at the top right. The record is added to the call logs with a status of NOT Found.