

WinScribe Voice Forms

Voice Enabled Forms for Field Personnel

Law Enforcement Officers, Real Estate Valuers, Field Technicians, Surveyors and Insurance assessors are just some of the professionals spending a great deal of time completing reports - paperwork which is delaying their return to other duties.

With this in mind WinScribe has developed WinScribe Voice Forms, a dictation application extending the capabilities of the WinScribe Digital Dictation system.

Field personnel are now able to complete forms-based paperwork quickly and accurately by speaking the information into WinScribe, an interactive computer telephony system, for data entry by trained operators anywhere, anytime access for dictating incident reports.

Dictate anywhere - reduce paperwork

With WinScribe Voice Forms, field personnel can file reports using a telephone or mobile phone, reducing time spent on paperwork and increasing efficiency.

Get faster access to reports

Voice Forms allows the caller to select a form type and then prompts them through the appropriate questions, waiting for spoken answers.

The dictated report is immediately forwarded to a skilled data entry person. Reports from the field are available much faster, are more accurate and the information is available to those that need it in a more timely fashion.

Provide important information to callers

An additional feature of Voice Forms is "Audio-text", a feature designed to provide telephone information to callers.

Using the keypad menu system built into Voice Forms, multi-level menus of information can be accessed.

Callers to the system can use their telephone keypad to navigate the menus to obtain the information they seek and may optionally leave a message.

Design forms easily

The WinScribe Voice Forms' form creation tool makes the job of designing a Voice Form easy.

A user can quickly design complex forms including "conditional branches" – repeating sets of questions, or, define questions based on previous answers.

With this level of flexibility, and the ability to record telephone prompts as and when required, new forms can be deployed in minutes.

Maintain report confidentiality

WinScribe is scaleable for large organizations with multiple locations but is also equally suited to a small office with several users.

With WinScribe's proprietary encryption of voice and built-in support for SSL (Secure Sockets Layer) technology, security conscious agencies can be assured that WinScribe will meet their most stringent requirements.

"I was so impressed at how clever 'Voice Forms' is. Sometimes all the operators are involved in phone calls from officers in the field, but we had no worries of a missed report because if all the lines were busy WinScribe 'Voice Forms' would take over and the crime report would be stored in our typing queue for transcription by the first operator who became available."

Pauline Davidson
Crime Bureau
Operator,
Northumbria Police



BENEFITS

- Better workflow management
- Faster report turnaround
- Flexible working practices
- Increased staff productivity

dictate EASIER, transcribe FASTER, bottom line RESULTS

Integrate with the WinScribe workflow management solution

The WinScribe Voice Forms application is fully integrated with the WinScribe Digital Dictation product suite including options for PC or Internet dictation, PC or Internet transcription, support for a wide range of portable dictation devices and comprehensive management software.

The WinScribe management software keeps you fully informed and in control allowing you to; view real time statistics, monitor user activity, configure sophisticated routing of jobs to individuals or groups.

WinScribe used with Voice Forms is a unique solution that will increase efficiency and save time for report-based entities.

"We did look at other systems, but following a presentation of WinScribe Voice Forms, we realized that this was the solution we were looking for. It would enable us to allocate reports quickly and efficiently and monitor the workflow."

Tina Watson
Central Information
Bureau Operator,
Northumbria Police

"The WinScribe system means that authors can dictate from anywhere so an urgent job can be sent as a priority to a transcriptionist for immediate typing. It's been a huge time saving solution for us, both in terms of time saved by the authors and giving the secretarial staff more control over their workload."

Robert Bagshaw
Operations
Manager,
GVA Grimley

Bottom Line Results

Improve service levels

Dramatically reduce turnaround time and increase your output.

Reduce stress

Provide flexible working practices, be an organization which considers quality of life to be important.

Lower costs, raise efficiency

Streamline your transcription effort and better control your expenditure.

Better workflow management

Improve workflow and make better use of your field-based resources.

Return on investment, fast

Reduce time spent on paperwork, increase transcription productivity, improve document turnaround time, enhance employee satisfaction levels.



For more information, visit

www.WinScribeUSA.com

800/805 644-9525

 **WinScribe**
Smarter Dictation

dictate EASIER, transcribe FASTER, bottom line RESULTS