

BEING MORE PRODUCTIVE IS ONLY A PHONE CALL AWAY



Telephony Dictation

The humble telephone is still the preferred business tool for many people. By using telephony in conjunction with our dictation technology, Winscribe has created some outstanding ways in which you can work more efficiently. Not just to administer, access and use your dictation solution, but also to streamline the process of dictation and creating reports, especially in the field. Our telephony server technology is designed to integrate with Voice Over IP (VOIP) systems and to work with IP telephony handsets and software environments.

Voice Forms. Around the world, field operatives such as; Law enforcement officers, Insurance assessors, Surveyors and Field technicians are using telephones to dictate reports and other forms based paperwork by providing verbal answers to intelligent voice prompt questions being asked by an automated telephony server. This is creating accurate reports and allowing the field operatives to return immediately to active duty rather than spending time filling out report forms.

Custom solutions. Voice prompts are easy to configure and updated as you require. For example a report author can be prompted to input case numbers or patient file numbers using the telephone keypad at the beginning of each dictated report and these can be validated against the details stored in the organization's data management system.

Similarly - keypad controls can be configured to mirror common commands from your own voice mail system, or configured in different ways to match lines and users for maximum flexibility.

Text to speech. Information such as customer details can be 'spoken' to the report author by the telephony server to validate that the correct case number or patient ID number has been



"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

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entered by the author. Also, where there are prompts or commands needed that have not been pre-recorded, these can be created automatically by the system.

Multiple user groups. The same telephony server can be customized to handle different groups. The service can be segmented by the telephone line in (number called). By dialling a dedicated number, authors get access to the correct report creation environment and have their work routed according to their group. This way you can provide prompts in different languages to your authors on one system and you have strong security between author/typist group combinations.

Advanced search and review. Our telephony server allows authors to search for jobs by entering data via the telephone keypad to quickly locate a job.

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Using Voice forms to streamline the production of reports

As part of the Winscribe Dictation solution, Voice Forms allows an organization to establish a range of structured reports that can be created by authors using any touchtone phone, anywhere in the world.

Fast access to reports. Authors can select form types and reports are transcribed by skilled data entry staff. They are completed and available much faster, they are usually more accurate and the author can return to more productive work.

Simple form design. The Voice Form creation tool makes it easy to design forms – even complex ones. For example where there are 'conditional branches' when questions are defined by the answers to previous questions.

Encryption. Voice is encrypted and SSL technology support is built in to the Winscribe Dictation system to meet the stringent requirements of the most security conscious agencies.



Improve report turnaround time and general productivity

Offer more flexible work practices to staff

Produce customised scripts and prompts for individual requirements.

Segment authors by groups for access to the service.

Multi language prompts on the same system

Text to speech for provision of data to report authors.

Search and review work via the telephone

