

Voice Forms

Painless, Paper-Free Forms Reporting

Mutare's new Voice Forms solution is a time and resources-saving tool for creating and responding to voice-based forms. Combining the speed of the Internet with the simplicity of a phone call, Voice Forms can fill a wide range of applications, from automating field technician status calls to recording and tracking customer service requests. Voice Forms allows an organization to quickly gather and process the information it needs while freeing its people for other tasks.



Administration

Administrators access and manage Voice Forms from a secure, easy-to-use website. The form is created by entering text and recording prompts for each question.

A form may include up to 12 questions and can combine recorded verbal responses with keypad choice selections. Voice Forms provides six separate question types calling for answers ranging from simple numeric Yes/No responses and other numbers (quantities, accounts, zip codes etc.) to full voice message recordings. There is no limit to the number of forms a Voice Forms administrator can create.

A Voice Form can be launched through a phone call or accessed from the user website. Once a form is completed, administrators are able to compile and generate reports which include all responses and links to voice message files.

Uses

Voice Forms can be used to track a wide range of internal and external processes, such as:

- Project status reporting
- Customer service requests
- Service follow-up
- Inspection results
- Maintenance issues
- Inventory tracking
- Special orders
- Enrollment activity
- Field technician reporting
- Police activity reports
- Insurance policy change requests

In short, any issue that can be reported on a standardized form can now be more effectively handled through Voice Forms.

Benefits

- Rapid ROI through automation of time-consuming manual reporting processes
- Quicker access to information that supports decision-making
- Increased accuracy of data collections
- Improved customer service

Requirements

- Mutare Communication Server (MCS) with telephony cards that interface with your phone system
- Remote access to your MCS for installation and support