

VOICE FORMS



Painless, Paper-Free Forms Reporting

Mutare's Voice Forms solution is a time and resources-saving tool for creating and filling out forms by simply speaking. 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. Add giSTT™ speech to text, and the spoken responses are automatically converted to text and inserted in the form fields. If processing forms is taking over your life, experience the true liberation of Voice Forms!

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 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. When adding Mutare's optional giSTT™ speech to text, the recorded answers are automatically converted to text and inserted in the related fields. Voice responses include a link to play the original audio recording if necessary.

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 review, make edits if necessary, and 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:

- Employee disability check-in
- Employee absentee reporting
- Inspection checklist
- Maintenance projects status
- Patient reporting
- Supplies requests
- Customer service requests
- Service follow-up



- Police activity reports
- Catalogue orders
- Enrollment activity
- Field technician reporting
- 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, and even faster when adding giSTT Speech to Text.

REQUIREMENTS

- Requires Mutare Communication Server (MCS) with T1, SIP or analog voice ports connected to your PBX, and Internet access for administration.
- Application can be installed on a customer provided Windows server.
- Remote access to your MCS for installation and support.

Voice Forms

Admin: pharm rep 3001 (3001) - [Change PIN](#) | [Logout](#)

Heizer Pharmaceuticals

[Home](#) > [Forms Admin](#) > [Form Answers](#) [Help](#)

Current Form: (3001) Sales Rep 3001 meeting reports [Export to CSV](#)

| Del | Caller | Date/Time | Processed | employee number | date of meeting | customer number | drug samples left | meeting notes |
|---------------------|------------|------------------------|-----------|-----------------|-----------------|-----------------|------------------------|------------------------|
| Del | 3019496706 | 10/22/2010 10:14:34 AM | Yes | 690321 | 10/22 | 45645 | Listen | Listen |
| Del | 3019496706 | 10/22/2010 10:12:50 AM | Yes | 558855 | 10/22 | 14152 | Listen | Listen |
| Del | 3019496706 | 10/21/2010 2:21:35 PM | Yes | 454545 | 10/13 | 65432 | Listen | Listen |
| Del | 3019496706 | 10/21/2010 2:19:42 PM | Yes | 123456 | 09/12 | 20895 | Listen | Listen |

Left samples with Claire

ADMIN WEBSITE

Answers are copied to a web-based form. Recorded voice answers include a listen button. If the application includes giSTT speech to text, hover over the Listen link and see a pop-up including the transcribed text.

| Caller | Form Date | Processed | Employee | Date of Meeting | Customer | Drug Samples Left | Meeting Notes |
|------------|------------------|-----------|----------|-----------------|----------|---|---|
| 3010496706 | 10/22/2010 10:14 | Yes | 690321 | 22-Oct | 45645 | I didn't leave any drug samples | I met with doctor telesnick T. A. L. E. S. N. I. C. K. the cardiologist in the practice and he was interested in plavix and the blood thinning drugs that we have. |
| 3014592739 | 10/22/2010 10:12 | Yes | 558855 | 22-Oct | 14152 | Aspirin prem Pro P. R. E. M. P. R. ... and antibiotics. | I met with the doctors for about an hour today we're trying to figure out where to ... offer this to their patients and they wanted to know when the drugs should be available in generic form. |
| 3013985835 | 10/21/2010 12:21 | Yes | 454545 | 13-Oct | 65432 | I left except your in claritin D. and aspirin. | I met with doctor Rosenfeld and he said that his patients are liking the aspirin a lot I also met with the new doctor in the office doctor Smith ... he is hoping to prescribe are drugs more frequently. |
| 3012835266 | 10/21/2010 14:19 | Yes | 123456 | 12-Sep | 20895 | left samples with Claire | Doctor Smith was not in I spoke with his receptionist they took my drug samples and asked me to come back in 2 Weeks to give a demonstration of the new product. |

RUN REPORTS

Users may export reports as a spreadsheet and edit the text. If giSTT speech to text is included in the application, a transcription of audio answers will appear in their respective fields.

OTHER INNOVATIVE MUTARE SOLUTIONS

EVM3

Delivers a copy of enterprise voice messages, transcribed to text, to the user as an email, Instant Message or SMS text. A web-based solution, EVM3 requires no desktop client deployment and works with all email systems

and browsers. Includes Mutare's giSTT Speech to Text transcription.

Message Mirror

Copies messages and related information in real time to a backup MSS - complete BC/DR solution.

Password Reset

Puts secure mailbox password reset

capabilities in the hands of the individual employee or help desk.

Message Monitor/ Escalation

Administrative tools for critical mailboxes, assuring timely response to voicemail messages.

ABOUT MUTARE



Through unified communication technology Mutare creates customized software that makes communication easy, secure and efficient, with solutions for speech to text transcription, smart notification, secure mass notification, contact centers and more.