

Advanced Telephony Server

WinScribe's Advanced Telephony Server (ATS) is a powerful telephone dictation system that can be accessed from any touchtone telephone in the world. This system is perfect for dictation on the move or away from the office using either a mobile or fixed-line telephone.

In addition, Advanced Telephony Server offers customization capabilities, integration with text-to-speech software, advanced review functions and multiple group support.

WinScribe's Advanced Telephony Server (ATS) provides extended features including:

Fully customisable prompting

This feature allows your users to maintain the same telephony menus and voice prompts that they are used to from other systems while taking advantage of the additional rich set of features offered by the WinScribe System.

Text to Speech

The ATS system can make outbound calls, converting text to speech.

Voice over IP

ATS integrates with Voice over IP systems allowing IP telephony handsets and software to benefit from the services offered by the WinScribe System.

Custom Scripting

Custom scripts allow the entire user experience to be customized according to each organization's requirements. Prompts can be easily configured and updated as required and the range of data requested by the system can also be specified. For example, an Author could be prompted to input case numbers/patient numbers via the telephone keypad at the beginning of each dictation, and these could then be automatically validated against details stored by the organization's customer management system.

Keypad Customization

To simplify use, ATS allows keypad controls to be configured by each organization. For instance, common commands from the organization's voicemail system can be mirrored by the WinScribe system. Keypad commands can be associated with lines, DNIS numbers and users for maximum flexibility.

Audio Confirmation

Working in conjunction with custom scripting, integration with text-to-speech software enables customer details to be spoken to the author to ensure that the case number/patient number has been entered. This feature also enables any commands or prompts that do not have a pre-recorded prompt associated with them to be created automatically by the system.

Multiple User Group Support

Each line into the WinScribe Telephony Server can now be customized for a specific user group. This is especially useful for organizations that require Authors to dial a dedicated number as it enables the organization to ensure that they are dictating within the correct environment, with no risk of dictations going to the wrong secretary group. For international organizations, this feature can also be used to provide prompts in a range of languages on the same WinScribe system. The same facilities can be setup based upon the telephone number called (DNIS).

Advanced Review

In addition to WinScribe's existing features for reviewing jobs over the telephone, ATS allows Authors to search for jobs by entering the key field, job type, patient/case number, author ID or a combination of these to quickly and easily locate a specific job for review.



FEATURES

- Customized scripts
- Keypad customization
- Optional Audio confirmation of details
- Multiple Use Group Support
- Advanced review
- User prompts can be customized to individual requirements
- Keypad commands commonly utilised can be replicated in the WinScribe system
- Audio confirmation ensures the required information has been entered
- Each telephone line can be customized for specific groups
- Prompts in multiple languages can be setup on the same system
- Dictations can be searched and reviewed