

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, compile and generate reports which include all responses and links to voice message files.

Uses

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

- Sales call reports
- Inspection checklist
- Maintenance projects status
- Patient reporting
- Inventory tracking
- 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.
- Remote access to your MCS for installation and support

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 thinnig 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 do day 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 14:21	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 Software Solutions

EVM Plus

Delivers a copy of enterprise voice messages to the user email inbox. A web-based solution, EVM Plus requires no desktop or mobile client deployment. Works with all email systems and browsers.

giSTT Speech to Text

giSTT creates a text transcription of voicemail messages and delivers them in them as an email to the user's PC or PDA.

Enterprise Notification System

A broadcast application for rapid delivery of messages in voice and text to targeted lists of recipients.

Message Mirror/Rescue

Automatically copies all messages and related information from the production MM or CMM to a standby server, either geo-redundant MM or another storage device on the customer LAN.

Mailbox Escalation/ Message Monitor

Two call center administrative tools to improve responsiveness, track voicemail box activity and meet service level agreements.

Password Reset for MM

Eliminates the administrative task of resetting voicemail passwords by putting secure mailbox password reset capabilities in the hands of the individual

employees or helpdesk. A web-based application integrated with the organization's employee database, Password Reset gives individual users the ability to change or reset their own passwords on their Modular Messaging mailboxes..



2325 Hicks Road
Rolling Meadows, IL 60008

847.496.9000
847.496.9010 fax

www.mutare.com

©2012 Mutare, Inc. All rights reserved.

