

# WinScribe and VoIP Integration

According to a research study, worldwide VoIP subscriptions grew 62 percent to 16 million in 2005. The same survey expects more than 55 million VoIP users by 2009.

With this in mind, WinScribe has developed an IP-based dictation solution which is helping organizations globally to streamline their IT operations and maximize the return on investment they receive from their VoIP systems.



## Extending Technology Investment Benefits

VoIP software enables customers to build full-featured, scalable, and cost-effective software-only IP media servers for interactive voice response (IVR), voice mail, unified messaging, and conferencing. It offers flexibility in configuring media processing features and cost of ownership savings, because it only requires a standard computer without involving any proprietary hardware.

The latest Intel processors enable a standard computing platform to cost-effectively perform the media processing functions previously performed by specially dedicated processors. This has shrunk start-up costs and total cost of ownership for telecom services.

With such an increased use of VoIP as a business communications tool, demand is high for complimentary services that extend the use of the IP network in which the business has heavily invested.

## VoIP Integrated with Digital Dictation

WinScribe recognized the gap in the market for a digital dictation system that would integrate with a firm's IP system to streamline its IT and maximize the benefit from its investment in a new telecoms system. WinScribe has therefore developed the first digital dictation solution to integrate with Intel's Host Media Processing (HMP) software - giving organizations the new advantage of using their IP network for dictation.

Instead of maintaining a separate communications system for using digital dictation services, WinScribe's innovation means that users are able to dial into the WinScribe system via their IP network to create, edit and review dictation. Those dictating can use their IP telephone or take advantage of softphones that support the H323 or SIP protocol. For organizations with multiple branches this can drastically reduce toll

### FEATURES

- Integration with Intel's HMP software
- Use of IP network for dictation
- Dial-in to WinScribe system via IP network
- Use IP telephones, softphones or Blackberrys
- Conference call recording

### BENEFITS

- Reduced toll costs between multiple offices
- Reduced call charges for mobile workers
- No need for investment in dictation hardware
- Further ROI on IP system investment

costs, as typically one branch hosts the WinScribe telephony solution, requiring others to dial into a DDI or extension to access the WinScribe digital dictation system.

Organizations that run the dictation system on their IP-based PBX do not need to invest in dictation hardware such as handheld microphones or digital portables, as they can simply record using their IP desktop telephones or softphones instead. Blackberrys, an increasingly popular handheld communications device, can also be used to call into the system and record dictation. By harnessing the benefits of new IP technology, organizations can also record conference calls or other telephone conversations for voice archiving.

## VoIP Integrated with WinScribe Voice Forms and Advanced Telephony Server

In addition to integration with the WinScribe digital dictation system, WinScribe's Voice Forms application and Advanced Telephony Server also integrate with VoIP. Using WinScribe Voice Forms, callers select a form type and are then prompted through appropriate questions, while providing spoken answers which are forwarded to a typist.

WinScribe's Advanced Telephony Server (ATS) is a powerful telephone dictation system that can be accessed from any touchtone telephone in the world. ATS integrates with Voice over IP systems allowing IP telephony handsets and software to benefit from the services offered by the WinScribe System.

## Time and Money Savings

As heavy users of both telecommunication and digital dictation solutions, this innovative development means that for the first time organizations can maximize the return they have made in a new IP system.

WinScribe's ability to integrate seamlessly with Host Media Processing allows organizations to further extend their telecoms investment, while reducing costs associated with the purchase of additional dictation hardware and call charges for those dialing into the WinScribe system to complete dictations.

## To Find Out More

For more information about Intel's VoIP HMP software, visit the Intel website: <http://developer.intel.com/network/csp/products/8762web.htm>

For a demonstration of WinScribe's VoIP integration, contact WinScribe.

*"VoIP technology has changed the way the world talks, and now we've used that same technology to give our customers the ability to dictate from just about anywhere without having to make major investments in dictation equipment or IT infrastructure."*

**Matthew Weavers**  
Chief Executive  
Officer,  
WinScribe

For more information, visit

[www.winscribe.com](http://www.winscribe.com)

Alternatively, contact us via email: [sales@winscribe.com](mailto:sales@winscribe.com)

 **WinScribe**<sup>®</sup>  
Smarter Dictation

**dictate EASIER, transcribe FASTER, bottom line RESULTS**

WinScribe is a registered trademark of WinScribe Inc. All other trademarks and registered trademarks are the property of their respective owners.