

USING BPM TO ENHANCE YOUR DICTATION PROCESS



Business Process Management & Digital Dictation

Winscribe Dictation is a centralized, intelligent digital dictation workflow solution that enables users to efficiently manage their dictation to transcription processes from start to finish. By integrating Winscribe Dictation with Winscribe BPM, an innovative business process management solution, users can now have access to unprecedented functionality from within their Winscribe Dictation system.

Optimize your dictation workflow

Not all dictation processes are the same. In fact, your own dictation process may vary greatly depending on department, author, job type or any number of other variables. Having a process and business systems that are versatile to meet your company's dynamic work environment is essential.

Leveraging the graphical workflow designer within Winscribe BPM, users can quickly create a custom dictation process by assembling and configuring pre-built activities within a graphical design environment rather than by writing individual rules. In this way, your company can create or modify the flow of your dictation process within Winscribe Dictation – without writing code or the need for custom development. It also means that when changes are needed, you can make them once and apply them universally rather than update each rule individually. This new capability offers the agility and control needed to be responsive to your changing business environment while also better serving your customers.

The Winscribe BPM Workflow Designer also provides the ability to graphically link to external systems such as your customer care or accounting system.

This integration allows you to automatically access or update key client or records information within any of your existing business systems as part of the dictation process. Data that is accessed between systems can be used to pre-populate document templates when jobs are being transcribed. This enables you to automatically update data in all integrated systems, eliminates the need to duplicate data entry, and ensures data consistency across multiple business systems.

Create and modify your dictation process visually

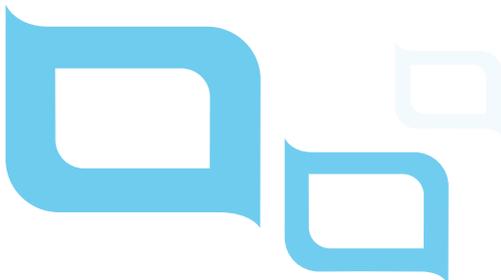
Improved ability to integrate dictation with existing technologies and other information systems

Easily leverage external data as part of the dictation process

Automate document distribution

Manage staff workload distribution

Identify bottlenecks in your process



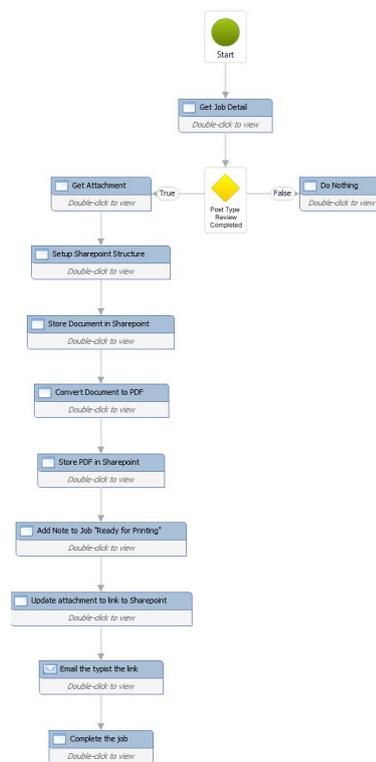
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In addition, this integrated solution makes it easier for you to apply intelligent workflow criteria and use this information to make advanced work distribution decisions, for example the routing of work to staff based on data in your customer care, accounting, or other external business system. With the Winscribe BPM Workflow Designer you can create advanced job routing, escalate work, and identify which steps of the process are necessary for the individual job. By integrating Winscribe Dictation and Winscribe BPM you can accomplish all of this and more. The sky is the limit of what is possible.

Extend your dictation process

By integrating Winscribe Dictation with Winscribe BPM, customers gain the ability to control parts of the dictation process which were previously managed manually. Leveraging Winscribe BPM, you can integrate Winscribe Dictation with your customer care system to identify jobs needing to be flagged as confidential, override the existing status if necessary, route the job to the preferred typist, load and pre-populate document templates, and add the external review step. After receiving approval, the system will route the job to the author, and have it appear within the Waiting Review queue within Winscribe Dictation. Once approved by the author, Winscribe BPM

can convert the final document to a PDF, save both files to SharePoint or another document management system, distribute it via email and/or email the typist a notification that the document was approved and provide a hyperlink to the document for printing – automatically. The automation of these additional steps not only saves time but also ensures that they are completed properly every time.



Example of a graphical dictation workflow created with Winscribe BPM

Configuring this type of functionality even within the most robust enterprise dictation system would be time consuming, if not impossible, and would likely be accomplished via custom programming and would be challenging to maintain. The Winscribe BPM Workflow Designer changes this by allowing users to quickly create a custom dictation process by assembling and configuring pre-built activities within a graphical design environment. This ability to create a process using a drag-and-drop designer means that Winscribe customers can create and modify their dictation process faster than ever.

Increase return on investment

With the integration of these two products, you can add the benefits of business process management to your dictation process and extend the functionality of your existing business systems while your employees can continue to work with the tools they already use on a daily basis. Plus, changes can be made without the cost of custom development or additional technology spending, thereby further enhancing return on investment.

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WSBPM17001

