

# SoundBits Voice Prompts

## We Understand Telecom Challenges

First impressions are lasting impressions. At hospitals and other healthcare facilities, first impressions often begin with the telephone as callers are directed to menus routing them to the appropriate department or the information they seek. Directing every phone call that comes into your facility is a challenge, but it is also a golden opportunity to make a lasting, positive impression.

At Vericom, we understand the challenges telecom departments face every day. We also understand the critical role the telephone system plays in the healthcare process. We can help ensure that your callers not only obtain the information they need, but come away with a positive impression of your facility every time.

It's our job to know audio production, so you don't have to become an expert on yet another subject. We know that you want a high quality, no hassle voice prompt solution that can be produced and delivered quickly, allowing you to concentrate on other projects. With over 15 years of healthcare experience, we are equipped to meet your needs.

## Professional Voice Prompt Production Services

Using professional voices and production for your prompts not only affects how callers perceive your organization, but they can also enhance a caller's ability to quickly and easily find information or departmental personnel.

*"Flexibility, responsiveness, and easy-to-use best describe Vericom's service. They understand our challenges better than anyone and consistently deliver what we need."*

**Tina Kennedy**  
Director, Telecommunications &  
Converged Technologies  
Advocate Health Care

At Vericom, our experience enables us to write, produce, and deliver your voice prompts quickly, with virtually no effort on your end. We support common file formats and can deliver your prompts via audio CD, CD-Rom, or e-mail. We can even dial directly into your system to load the prompts, and then provide you with a CD backup.

Vericom delivers:

- The highest quality in voice recordings – professionally written, voiced, and produced
- A cost-effective program that will fit your budget
- Rapid turn-around with the industry's leading customer service program
- Files in the format and manner you request, for smooth integration into your system
- Prompts in many languages

*“Vericom offers continuity of sound and exceptional voice and audio quality. Plus, we already have a strong working relationship with Vericom – we wouldn’t go anywhere else for our voice prompts”.*

**Tina Kennedy**  
**Director, Telecommunications & Converged Technologies**  
**Advocate Health Care**

We produce audio for numerous applications. Many clients who use Vericom’s SoundCare® on hold/in queue communications solutions also use our SoundBits voice prompts to ensure voice and quality consistency across their communications mediums. They know Vericom delivers. Let us show you how we can do the same for you.

**To contact a Vericom representative, please call 800-800-1090 for more information or visit [www.soundcare.com](http://www.soundcare.com).**

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**[www.SoundCare.com](http://www.SoundCare.com)**

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