



Voicebank Message Noticeboard - Easy Update Information Line

VoiceBank is the ideal messaging service for Schools, Police, Fire and Ambulance Services, Government Bodies and UK Business.

Voicebank is a Phone-in 'Noticeboard' messaging service that allows administration to leave messages for staff, customers, media and the public. It is useful for Press Releases, Public Announcements, Product Updates, Security Information and Staff Notification.

Cost Savings while Keeping Everyone Informed

As it negates the need for printed or photocopied material to be issued, Voicebank can provide considerable savings for any organization. Use of paper and other materials is avoided, helping the environment, and significantly less staff time is wasted in keeping interested parties well informed and up-to-date.

Simplicity of use and the ability to integrate the service with other options such as SMS or email alert notification mean staff time expended in communicating changes to relevant people is kept to a minimum.

Voicebank in Practice

We supply VoiceBank messaging services to more than 60% of UK Police Forces, along with Fire Brigades, Schools, the NHS, Councils and other Utilities and UK Business.

Easy to Setup and Use

Once setup for you, maintenance and updating of the Voicebank service is easy and messages can be recorded remotely via any touch tone phone by anyone having the passcode.

Callers can then phone in and listen to posted messages usually latest first, but with the option to jump back and forth. Older recordings can be archived with the caller able to listen after hearing the most recent recordings.

Additional options and administration can be conveniently accessed via a web interface.

High Capacity Hosted Service

Voicebank is a hosted service provided at a low monthly cost negating the need for any in-house hardware and maintenance.

Voicebank has high capacity systems able to handle large numbers of callers simultaneously with resilience via full scale backup. A range of real time and emailed reports are available on system usage.

Switchboard congestion can be reduced during busy times as press enquiries, for example, can be diverted to your Voicebank.

Additional SMS Alert Option

An additional option exists whereby subscribers can be informed by SMS when the messages on the Voicebank service have been updated. This feature can be accessed via the web interface allowing the company Voicebank administrator to inform customers and staff that new information is available on the Voicebank Phone Line.

Word of Mouth Success

Word of mouth has ensured the success of Voicebank throughout UK Police Forces and Utilities, Government Bodies and UK Business with client testimonials available upon request - can your organization afford to be without Voicebank Noticeboard?



Voicebank Noticeboard Feature List

The feature list ensures Voicebank Voice Noticeboard is easy to use and maintain, with minimal input from appointed staff. It is ideal for Press Offices and Customer Service Departments, or wherever there is a need for regularly updated company information.

■ Remote message recording from any touch tone phone
■ Passcode protected access to message recording
■ Hosted service so no in-house specialist hardware or phone lines are required
■ Huge capacity so no engaged tones
■ Large numbers of callers can call the Voicebank number at the same time
■ Auto deletion of messages after a set time or remote manual deletion
■ Callers can use their phone keypad to navigate through the messages
■ Unlimited length of recording
■ Easy administration via web interface
■ Archival and caller retrieval of older messages

Integrate Telephone Conferencing with Voicebank Noticeboard

Phone-in access to Recorded Conference Material

The Teleconferencing service allows organizations to conduct meetings via phone by linking participants located anywhere in the UK into one call using landlines, mobiles and VoIP phones.

After dialling a dedicated non-geographic phone number, access to the conference is via a PIN number. The conference phone number can be revenue generating (0871) or neutral (0844).

Voicebank can be a useful adjunct to TeleConferencing initially providing conference details followed by posting the conference or excerpts.

Staff Meetings and Customer Updates

Phone conferencing allows organizations to conduct meetings or training sessions, make staff announcements, update clients and investors, or supervise emergency recovery situations without needing to arrange a venue or make travel arrangements for attendees. Teleconferencing reduces the costs associated with on-site meetings.

Conference Invitation by SMS and Phone

The TeleConferencing service can phone conference attendees or send out SMS invitations making it perfect for short notice meetings.

Conference attendance via the web is also possible with attendee lists posted. Messaging and private conversations can be conducted within the conference, with an optional 'listen in only' facility available.

Conference Recording and Archival

A record of the phone conference may be needed for later inclusion into a report, to help with developmental discussions or training. Voicebank is the ideal location for archival of the conference recording, or even excerpts navigable via the caller's keypad.

Posting a recording of the teleconference on Voicebank maximizes the potential of a service that already provides efficiencies in both time and costs.

Resources and Caller Capacity

With a huge bandwidth and number of phone lines Voicebank can host large scale corporate phone conferences and high traffic Voicebank access.

TELECONFERENCING FEATURES

- Post conference recording on Voicebank service
- 0871 national number - 10ppm flat rate: revenue generating
- 0844 lo-call national number - 5ppm flat rate: revenue neutral
- Access to conference via PIN number
- 'Listen in only' attendance option
- SMS and phone invitation to the phone conference
- Attendance via the web with attendees listed
- Messaging and private conversations within the conference

APPLICATIONS

- Staff meetings and announcements
- Service and product updates
- Training Sessions
- Emergency recovery
- Customer and staff relations
- Supplier negotiations
- Investor information

Business Information and Hotline Phone Message Service

Improved Business Communications and Customer Support

Voicebank Phone-in Messaging can help business reduce the level of incoming calls by providing staff, customers, media and the public easily accessible service and product information 24 hours a day. A Business Voicebank number, once publicized, will attract a reasonable audience who may have otherwise called the main office number, plus callers can be routed to the Voicebank number during times of peak activity in inbound calls.



Press Offices and Media Departments

The Press Offices of a variety of business organizations have reaped extensive savings by employing Voicebank. Rather than dedicate extensive resources to contacting media outlets such as magazines, radio or TV, company information is posted on the Voicebank Information line where callers can access the latest updates with the option to search archived information.

This reduces both staffing costs and direct costs such as printing and phone calls. Also, being a hosted solution the costs of any hardware and subsequent maintenance are avoided.

Business Assets

Manufacturers advise suppliers of product updates and provide information on availability and delivery times. Incidents such as call backs can be posted with methods of return being available to the caller.

Travel companies publish their Voicebank number as a 'Last Minute Deals' line with callers looking for a reduced rate holiday regularly checking the messages for the latest offerings.

For all levels and type of business a Voicebank Phone Information Hotline provides not only communications cost savings but ensures customers and partners have 24 hour a day access to the latest company updates.

Information Line for Police, Fire, Ambulance and Government Bodies

Press Office and Customer Relations Updates

With over 60% of UK Police Forces, plus Fire Brigades and other Utilities, using Voicebank to meet the needs of their Press Office and Customer Relations departments, the benefits of employing a Phone-in Noticeboard are well tested.

Voicebank is a highly efficient and simple to maintain online messaging system that can save innumerable hours for staff and departments whose mission includes providing incident and policy information to news rooms and other interested parties.

Police Media Rooms

For example Police Forces have provided their Voicebank numbers to local news rooms and other media outlets with journalists then able to access the latest information on incidents, plus publishing public information such as weather warnings and terrorist alerts.

It is in the interests of journalists to be kept abreast of developments in any newsworthy incident and as such Voicebank message banks are constantly monitored by the media.

The fact that the latest updates and information is available 24 hours a day has proved a boon for Police press officers and control rooms. Urgent messages can be posted quickly with interested media outlets checking in regularly seeking updates.



Utilities and Government Bodies

The benefits of providing updated information via a publicized Voicebank phone number are not only in ease of access for any target audience, and savings in direct costs and staff time, but also in public perception. Having an 'Information Hotline' provides reassurance that the matter is in hand and progress is being made.

Councils, the NHS and Ambulance Services have also enjoyed the improved the communications provided by their Voicebank Phone-in Information Line. Event and service information are easily accessible by the public and media consequently reducing the number of phone enquiries coming into switchboards and reception.

Updated Information

Product or service updates are easily accessible by customers, suppliers and resellers with staff able to add messages easily. The messages can be left via a touch tone phone and by anyone using the passcode. Callers can then phone in and listen to the latest messages first with additional access to messages that have been archived. With additional web administration, Voicebank is an easy service to maintain with extensive benefits and cost savings.