



# VOICE PROMPTS



## FULL SERVICE AUDIO

As part of the Surgery Connect service we will assist you in defining all of the voice prompts your patients will hear when they dial your surgery. Created with our in house text to speech engine, your service will be released with all audio in place and allows you to present important information as your callers progress through your Surgery Connect system.

Below is an outline of the voice prompt options available.

<b>Welcome</b>	General "Welcome to [surgery name]..." audio, confirms to callers they have rung the correct number.
<b>Out of Hours</b>	When the timer detects a call is received out of normal working hours the system announces this fact and can specify the opening hours of the surgery or alternate contact routes for the caller (111 or 999 for example).
<b>Bank Holiday</b>	You may use the above out of hours audio on a Bank Holiday or a specific audio prompt can be recorded to cater for these days, the system can be configured with the year's bank holiday dates and play the appropriate message on these days.
<b>Staff Training</b>	An audio prompt to announce scheduled training days which may close the surgery for a period of time.
<b>Main Menu</b>	A menu to give the caller their routing options which could be departmental options (appointments, prescriptions etc) or surgery information.
<b>Information</b>	To dictate the important information your patients often ask you, opening times, address details etc.
<b>Queue Position Announcement (QPA)</b>	The caller is informed of the position they are in the queue as they enter it and can be updated on their progress at specified intervals.
<b>In Queue Reassurance</b>	Whilst the caller is queueing this voice prompt can be played to thank them for their patience and can also announce any other important information you may wish to relate.
<b>Whisper</b>	Heard only when your staff answer the phone this is an optional announcement which tells the recipient of the call which option the caller chose.

You may also upload your own audio prompts onto the system through the Configuration Console or use our dial in recording service the self recorded audio prompts can then be configured into your call flows as you please.

Call us today on

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