

## Custom Speech USA™ Case Studies Telephone Dictation for Transcription Service

### Background

Medical transcription company for remote medical transcriptionists (MTs).

### Case Study

#### Vendor/Client

Custom Speech USA™ for medical transcription company in Indianapolis, IN.

#### Overview

Owner requested telephone dictation server for multiple remote MTs.

#### Components

- Command!™ Call Center x 1 with 10 line licenses
- D4/PCI 4 port telephony cards x 3
- Command!™ Transcription Workstation x 15

#### Installation

Call Center was purchased for medical transcription service. The software package included the equivalent of Command!™ Professional and acWAVE™ server edition. The three telephony cards were installed in PCI slots on a single PC running Windows 2003 Server. The 15 transcription workstations included Command!™ Workstation, PlayBax, and 3-position transcriptionist foot control. Additional 15 stereo transcription headsets were obtained. Customer support was provided with a Platinum Support package. Hardware and software components were shipped to customer for installation and configuration. Customized telephone prompts were created using text-to-speech. The MTs were running Windows 98/ME/NT/2000/XP and received compressed dictation audio by internet on Command!™ workflow. PlayBax™ was used to play back dictation audio. Text was transcribed into an internet client running on a web server.

#### Benefits

- Scalable, flexible system for moderate-sized transcription service
- Automated prompt generation with text-to-speech
- Easy integration with off-the-shelf web-based transcription software
- Rapid local implementation with minimal installation and service costs

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We teach computers how to listen®

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