



**GLOBALTELECOM**  
*In touch with the world*

## Voicebank Service

Global Telecom's Voicebank Service allows remote updating of messages for your customers and provides a reliable hosted service with very little initial financial outlay.

### How it works

Voicebank is a 'Noticeboard' messaging service that allows your business and staff to leave messages such as Press Releases, Public Announcements, Product Updates, Security Information and Staff Notification.

The messages can be recorded instantaneously and remotely by anyone with access to the pass-code using any touch tone phone.

Text broadcasting can inform your members list of a new message and callers can then phone in and listen to those messages usually played most recent first, but with the ability to skip back and forth. Older recordings can remain on the service for the caller to listen to after hearing those that are most up to date.

Alternately it can be configured so that each new message erases the existing one. A range of real time reports are

available on system usage.

Voicebank is a Hosted Service negating the need for purchasing or maintaining an expensive in-house solution. Our systems can handle a large number of callers simultaneously. Switchboard congestion can be reduced during busy times

#### Costs:

A small set up cost and monthly rental applies to the service and single charges where text broadcasting is required. A per minute charges is made for calling a non geographic access number when listening to the recorded message.

**No engaged tones**

**Web interface for easy administration**

**No specialist equipment or phone lines needed**

**Text broadcast updates**

**Messages auto deleted and time stamped**