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CourtFLOW In Muskingum County

In November, 2000, Muskingum County Juvenile Court led Ohio into the 21st century, becoming the first in the state to use **CourtFLOW** voice technology. This unique system from **PC-DART®** dramatically improves courtroom productivity while sharply reducing transcription, storage and retrieval costs.

How CourtFLOW Works

CourtFLOW uses digital recording and transcription management to capture, classify, move and store courtroom proceedings...all in a digital format (see accompanying illustration).

Rick Davis, Administrator of Muskingum County Juvenile Court, says a computer-based system is more efficient than cassettes, allowing his court to be "more responsive."

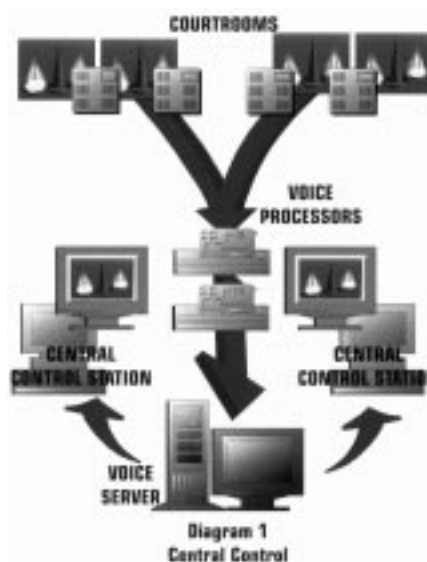
Davis is also excited by **CourtFLOW's** indexing capabilities, enabling the court to find cases more easily in both the long- and short-term. "This is vital to attorneys searching for background on a case," Davis says.

Another plus? Digital storage of files means they're not only protected from potentially damaging store-room conditions, but they also take up less space. That's an important concern as court dockets become ever more crowded.

Finally, **CourtFLOW** allows administrators like Davis to make more efficient use of scarce and costly stenographic resources. Its instant playback capability even reduces the physical toll on court stenographers, which can translate into significant cost. According to reports, courtroom stenographers in Minnesota filed \$750,000 in uninsured health claims in one year!

The Sound Communications Connection

Muskingum County's **CourtFLOW** system was installed by Sound Communications. According to Davis, the company's responsiveness and commitment to service were impressive. "They went out of their way to get answers to my every question," he says. Thanks, Rick—it was our pleasure!



Sound Bytes...

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Evaluations, Events & Websites

SEL

First impressions can have a tremendous impact on any organization—whether it's a sales/service call center or a 911 response center. What first impression are your representatives making?

SEL™ is a multi-faceted program for scheduling and evaluating telephone service representatives. It offers smart scheduling so you can record calls that meet specific criteria (for example, from specific zip codes). It even allows for real-time viewing of each CSR's historical monitoring performance.

Another attractive SEL feature is its ability to help measure trainer effectiveness. CSRs can be tracked by trainer and even training class to help determine quality variance between trainers, identify skill sets that require additional training, and pinpoint which training exercises were not retained. Since training results may otherwise be difficult to quantify, this feature is a definite advantage.

Quality assurance and CSR performance are certainly important issues for any call center, since they directly impact sales and customer service. But we believe these challenges (and the SEL solution) can, and should, be of particular concern to 911 response centers, where CSR performance can truly be a matter of life or death. For more information, give us a call or visit our website.

Upcoming Events

Mark your calendar now! Sound Communications is proud to present our first symposium on Digital Voice Logging/Recording at Cincinnati's exciting **Paul Brown Stadium**—the newest stadium in the NFL. Join us on Thursday, May 3, for educational sessions with leading industry experts from 1-4pm. A cocktail and hors d'oeuvres reception (plus tours of the stadium) will follow. You can register online or by calling Toni VanHorn at 614-875-8500 (toll-free 1-800-556-8556).

In addition, if either of the following trade shows is on your agenda, be sure to stop by our display and say hello.

- APCO/NENA Celebrating Heroes Conference, Wyndham Dublin Hotel, March 18-20, 2001
- Ohio Ambulance Association 2001 Annual Conference, Columbus Hilton at Easton Town Center, June 10-12, 2001

Website Winners

Congratulations to the winners from our website grand opening in October: Rick Davis of Muskingum County Juvenile Court (\$250 grand prize winner), Gary Turner of Nashville Electric Service (stadium blanket), and John Diddle of TriCounty Ambulance (logo shirt). Many other winners received flashlights or mousepads just for visiting.

Our website is your source for company details, information and technical downloads, on-line purchasing, and more. The grand opening is over, but we still welcome your visit to:

www.soundcommunications.com

How effective is your CSR training? SEL scheduling and evaluation software from TPG Technologies can help you find the answer.

DVDs and Station-Side Recording



This month's questions are answered by our Systems Engineer, Darin Cooper.

Our company has several Audiolog® digital recording systems that utilize DVD disks. We have difficulty locating DVDs. Where is the best place to buy them?

We sell DVDs at an economical price, and offer quick delivery times. You can order by calling 1-800-556-8556, or by visiting our website at:

www.soundcommunications.com

I have a digital phone system. How can I record my digital station sets?

First let's consider why this is an issue at all. Many telephone switch manufacturers use their own proprietary digital signal to send the audio, as well as additional information, to the station. When you attempt to monitor the audio, there is no audible conversation. The proprietary digital signal (unintelligible) is actually converted to an analog (intelligible) signal at the station itself. Fortunately, I can offer several solutions.

Logger Patches: Intelligible audio is actually captured after the signal is sent to the station by attaching a simple device to the hand set that picks up the audio and sends it back to the recorder. Additional cabling is sometimes required and agents have more opportunity to interrupt the process. Since better techniques are usually available, logger patches are quickly becoming obsolete.

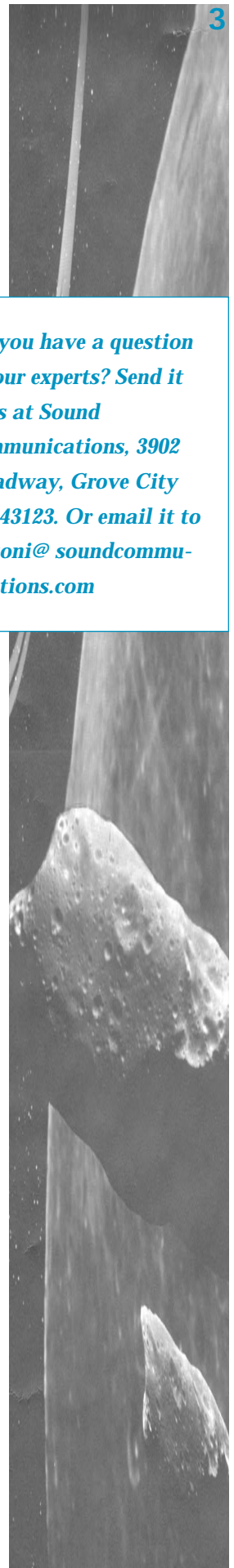
External Digital to Analog (D to A) Conversion: One of the best solutions, this technique usually requires very little additional cabling and allows for audio to be picked up from the phone closet and sent to the Audiolog up to 3000 feet away. Unlike logger patches, External D to A Conversion will pick up anything sent to the station, including "Hands Free" audio, and requires very little maintenance. Conversion is available for many well-known switch manufacturers.

Direct Digital tapping: Audiolog® also offers Direct Digital tapping for station side recording. This means the signal going out to the station is tapped in the phone closet and sent directly to Audiolog® for recording without additional equipment. Essentially no additional cabling is needed, saving time, money and administration headaches. Just as with External D to A Conversion, this solution offers advantages logger patches cannot and works with many well-known switch manufacturers.

CTI Integration: This option is increasingly popular as it is now offered with more phone switches than ever. Audiolog® can directly record the analog or digital (T1, E1, PRI, etc...) trunks (lines) coming into the facility and then use information passed from the switch or CTI Server to effectively start and stop recording. This option also provides Caller ID, Free Seating, User specific tagging, and many other features. Lucent, Nortel, Aspect, and Genesys integrations are just a very few of the options available.

If you have questions about any of these options, don't hesitate to call!

Do you have a question for our experts? Send it to us at Sound Communications, 3902 Broadway, Grove City OH 43123. Or email it to us: toni@soundcommunications.com



Here's A Financing Alternative...

To Lease Or Not To Lease

In today's world, it seems nothing changes as fast as technology. The challenge is trying to stay ahead (or even keep up) without breaking your budget.

We've found Marlin Leasing to be extremely professional, but perhaps just as importantly, extremely pleasant to work with.

Leasing has allowed many clients to access the best equipment for their needs...at a significant savings.

Many of our clients have turned to leasing. Leasing equipment can offer you a number of advantages. It can require less money up front, help you conserve cash, allow for easy upgrades and add-ons, and offer flexible payment options.

Marlin offers four traditional leasing plans: fair market value, \$1 buyout, 10% security deposit, and 10% purchase option. But they are also very flexible in creating custom plans: changeable payments for seasonal businesses, zero down plans, deferred payments, etc. Marlin even provides leasing options for government agencies.

The key is to work with leasing professionals who are committed to understanding your unique needs...and helping you fill them. That's why we work with Marlin.

If you need new or upgraded equipment, but weren't sure how it fit your current budget, why not call us to discuss the alternative of leasing.



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