

### ANGEL.COM TRANSCRIPTION SERVICES

Offering end-to-end capture and delivery of your caller information, Angel.com provides a 'one stop shop' for your all your IVR and transcription needs. Whether you'd like to capture name and addresses of callers, collect survey responses, or gather detailed caller data, Angel.com Transcription Services makes gathering information about your customers, patients, or clients faster, easier and more convenient than ever.

### SOLUTION OVERVIEW

Transcription Services enables you to easily capture caller information and transcribe an entire voice recording over the phone into text format. Caller information is collected via Angel.com's IVR application and captured in an audio file. The information is then transcribed manually to insure maximum accuracy and reliability, and the results are delivered back to you within 48 hours.

#### Convenient, Cost-effective Solution

Working seamlessly with Angel.com's intelligent IVR technology, Transcription Services provides a central resource for your voice communication and data collection needs. Information collected from the Angel.com IVR solution is seamlessly transcribed behind-the-scenes – one bill, one vendor, one point of contact. In addition, by automating the process of taking detailed messages over the phone instead of using expensive live operator time, Angel.com offers an affordable and efficient transcription solution that insures data quality.

#### Full Integration

Utilize Angel.com's on-demand phone solutions to collect data from callers, transcribe pieces of information from the call, and communicate key pieces of data into existing CRM or ERP applications. This integration also allows you to pull or push data from customer corporate databases, CRM, ERP and supply chain applications back into the Angel.com system to be available via phone to your customers.

#### Flexible application

The Angel.com web-based solution eliminates the need for investment in and installation of hardware and software, enabling Transcription Services to be up-and-running within a few days. The efficient service also delivers your transcribed data within 48 hours of receipt of your audio files. Best of all, Transcription Services is available 24/7.



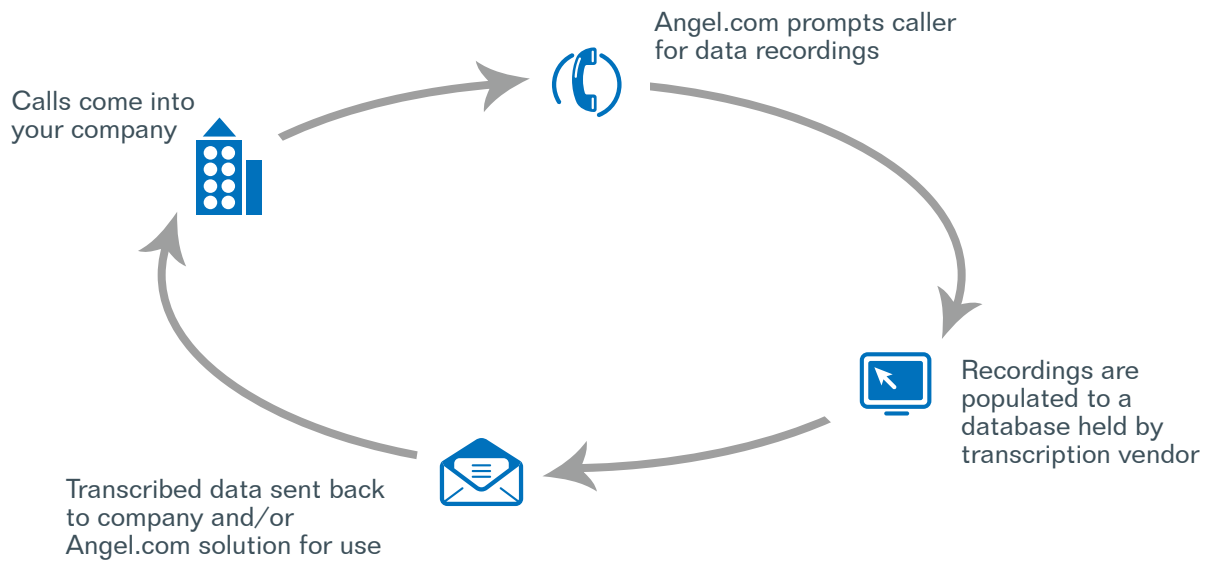
### WITH ANGEL.COM TRANSCRIPTION SERVICES, YOU WILL:

- **Deploy quickly and easily.** Angel.com's web-based solution requires no investment in hardware and software, and typical applications can be up-and-running within just a few days.
- **Improve productivity and efficiency** by eliminating the need to input data into CRM applications, enhancing responsiveness.
- **Generate immediate ROI** from time savings and quality of data.
- **Minimize inaccurate and disparate data** With 99% transcription accuracy, you are assured of improved information gathering and flow as well as the quality of reports.

### Straight-forward Pricing

Angel.com Transcription Services is priced to meet your unique requirements. In addition to standard pricing, customized options are available. For more information, please speak to an Angel.com Account Executive by calling 1888-MyAngel or sales@angel.com.

## HOW ANGEL.COM TRANSCRIPTION SERVICES WORKS



## PART OF THE ANGEL.COM SOLUTIONS SUITE

Angel.com is a leading provider of on-demand call center and Interactive Voice Response (IVR) solutions. The Angel.com solution delivers value to organizations of all sizes to more productively and efficiently address business problems through the power of voice technology. As a fully hosted solution, no investment in hardware, software, or human resources is required, delivering immediate ROI and easing and simplifying deployment of voice applications that meet unique business needs. Angel.com is the only provider to offer a web-based toolkit, Site Builder, that facilitates voice menu design through a simple Internet connection and our innovative technology enables complete integration with databases or CRM tools, enhanced scalability and flexible applications. For more information, visit <http://www.angel.com>