



Your customers' phone systems are a key client interface, but do they create good impressions?

PromptVoice Portal, our in-queue, on-hold and prompt recording service takes telephony to a whole new level, offering so much more than just recordings!

PromptVoice Portal is a highly disruptive service that enables your customers to **self-serve bespoke audio compilations**, adding **another layer of outstanding functionality** to your phone systems.

With a **straightforward charging structure**, your customers can seamlessly stream music and messages from a library of **10,000+ message scripts and recordings**, or procure **bespoke prompts and messages**, recorded by one of our **300+ voice artists or best of breed text-to-speech (TTS) characters**, all edited and quality checked by our studio engineers. Then, your customers schedule when messages should play, and select the music playlist genre for their on-hold and in-queue experiences.

What's more, the portal is **entirely managed by your customers**, with changes to streamed audio implemented in real-time, **without any interaction from you**. PromptVoice Portal allows you to **offer your customers a powerful in-queue and on-hold marketing solution**.

Features

- Vast library of licence free and regularly updated music playlists in many genres
- Audio securely streamed or available as download files
- Message scheduling by date – ideal for Christmas, seasonal, or campaign related advertising
- Instantly available prompts and marketing messages from text-to-speech characters
- 10,000+ marketing message templates and recordings, plus bespoke messages
- 50+ languages and dialects available from 300+ professional voice artists
- Personalised in-queue and on-hold messages
- Supports on-premise and hosted telephony solutions
- Delivered through a secure, white label portal

Get in touch:
+44 (0) 1256 591785
www.promptvoice.com





How it works

Following a **simple, one-off integration** with your platform, your customers order recordings from a **white label portal**, selecting pre-recorded messages, or ordering bespoke messages. Optionally, they can **use TTS recordings until voice artist recordings are delivered in 2-3 days**, providing both **the speed of TTS, and the professionalism of a real voice**.

PromptVoice Portal mixes the selected music and messages together and streams it to your platform, in real time. **Through a billing API, PromptVoice shows customer usage** so you can invoice for it – that's how **light touch** PromptVoice Portal is!

Benefits

- Enables you to deliver a complete telephony solution, and outstanding caller experience, in addition to new marketing and upsell opportunities for your customer
- Minimal effort required to administer and maintain the platform
- Easy upsell to existing customers, and a powerful differentiator for new prospects
- Simple price plans to suit all customers, from micro-SME to international contact centre
- Generate sticky, incremental recurring revenues

Why partner with us?

- Sustainable, healthy revenue streams with excellent margins
- Already integrated with most leading telephony platforms
- Straightforward on-boarding
- Light touch, white label solution with no ongoing maintenance requirements
- Rich library of white label marketing assets and tools

We also offer **translation, vocal localisation, and recordings in over 50 languages** to help you deliver services that sound native wherever your customers operate.

Contact us today to add our innovative, white label audio streaming service to your proposition!

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