

## Service description for SmartVox



Numerous work environments rely on audits to ensure essential safety and efficacy of performance—from hospital infection control programs, to aircraft maintenance, and building engineering inspections.

Yet too often, such audits are slow, and devastatingly vulnerable to human error and omissions. In many cases, auditors are still fumbling with their clipboards and pens during the inspection process. Faulty audits can be more than 'just' costly; they can also result in serious injury, equipment failure, and even loss of life.

The new SmartVox tool from SmartDesk revolutionises how audits are conducted with voice-driven audit operations.

With SmartVox, auditors have both hands free to conduct inspections, and can invest their full attention in the process—instead of simultaneously struggling to fill in paperwork. Most importantly, the software alerts both auditors and external monitors to incomplete or faulty information. At the end of the audit, a highly detailed and customised report is generated.



## How does SmartVox work?

As a web-hosted application, SmartVox can be driven by voice commands via a mobile phone or by PC. This provides for real ease-of-use as well as flexible operation.

It allows your company to conduct voice-driven audit reports and implement these safeguards in the process:

- Generate a customised list of audit or inspection parameters and questions
- Specify the criteria that constitute acceptable results
- Automatically alert and prompt an inspector to rectify omissions or unacceptable results during the inspection process
- Verify audit compliance by monitoring the audit as it progresses.



## Contact us



SmartDesk Systems specialises in innovative voice communication systems that introduce new efficiencies for businesses in today's challenging economy. We are partnered with CTL Europe, a dynamic IT & contact centre BPO based in North London. We will be pleased to offer further information on our SmartDesk products or arrange a demonstration.

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