

Dental On-Hold Messaging



Dental On-Hold Messaging is a messaging medium used by many dental practices to announce, educate and inform patients and callers while holding on the phone, rather than hearing music played from a CD or radio station while they're waiting.

The **VoiceWAV™** allows administrators to record messages or select from a list of pre-recorded or professionally recorded messages to be played through their existing phone system so that patients or callers can listen while they're holding. The administrator can also select 3 separate pre-recorded messages to be played automatically during different times of the day (3 shifts) for an entire week.

The **VoiceWAV™** can be acquired in three ways:

- 1) as a standalone software application installed on a PC (supplied by the user)
- 2) as a standalone system which includes software and PC (supplied by the manufacturer)
- 3) bundled together with the **Dental Assistant™**

The **Dental Assistant™** is a user-friendly PC based **Dental Voice Broadcasting** system, used by many dental administrators today. It utilizes existing phone line resources by connecting in parallel with standard telephone communication lines or through new or existing PBX phone equipment. It can be used as a stand-alone patient messaging tool, or it can integrate with new or existing dental practice management systems to automate patient communications.

The **Dental Assistant™** is an application module built behind a very powerful **Dental IVR** platform called the **ICS™** (*Integrated Communications Server*). The **ICS™** is an award winning *Unified Communications* system, designed to streamline messaging within a dental administrative office and its patients. A base **ICS™** system comes standard with a very robust suite of features like: Automated Attendant (speech ready), On-Hold Messaging, Unified Messaging (voice/fax to email), Off-Premise Call Transfer, Call Screening, Call Accounting (user and trunk line reporting), Call Queuing, Text Messaging (desktop to wireless), Call Recording, and more. The **ICS™** gives dental practice stakeholders peace of mind assurance that all their business communications needs are being managed all under one platform.



We take technology to task.™

Call **TasTec Inc.** at 289-632-2338 for more info or visit:

<http://www.tastecinc.com/dental.html>