



Audio Services

Professional voice recording for all your communications requirements

Whether you need a professional recording for Interactive Voice Response (IVR), voicemail, automated attendant or on-hold messages, M&C Associates can provide you with a seamless integration of voices across all your communications devices.

Our state-of-the-art recording studio is designed specifically for high quality voice recording. We offer a complete range of services at very competitive rates.

Our audio lab is available for complete production of audio to meet your own rollout schedules. From processing your vocabulary request, to quality recording, digitalization and testing, we can do it all.

Professional voice talent

We offer a wide array of professional voice talent to choose from. Our voice engineers have over 25 years experience working with professional voice talent across the United States and Canada. In most cases, we can leverage the same voice talent that you've used previously, so that you don't need to rerecord all of your voice prompts.

Flexible recording and digitizing options

We can accommodate most, if not all, audio formats which are available today, including .WAV, .AU, .MP3, .AIFF, .VOX, PCM, ADPCM, CD audio and others.

Turnaround times are fast

Standard turnaround time is 5 business days from receipt of completed recording request form. Expedited or "Fast Track" service (3 business days) is available for a premium set-up charge.

Leverage our 25 years of expertise and high quality standards, to meet all of your audio recording requirements



- ✓ **Interactive Voice Response (IVR)**
- ✓ **Auto-Attendant**
- ✓ **Voicemail**
- ✓ **On-Hold Messages**

Interactive Voice Response

The success of any IVR application is largely determined by the quality of the script and recorded vocabulary. So, when it comes to your audio recording requirements, don't settle for anything but the best.

We have professional services available to assist you in all phases of the process:

- ▶ Script and call flow analysis & optimization
- ▶ Vocabulary development, recording & digitization, and installation
- ▶ Foreign Language Support
- ▶ Professional voice talent—the same voices you are using today
- ▶ Free matching number set
- ▶ Transcription services
- ▶ Flexible recording and digitizing options
- ▶ "Fast Track" delivery services available

Script and call flow analysis & optimization

To ensure an accurate interface between the audio, your application, and your specific requirements, we analyze your scripts and call flows. Our audio and application experts will modify your scripts, call flow, and application, to ensure an optimal customer experience.

Foreign Language Support

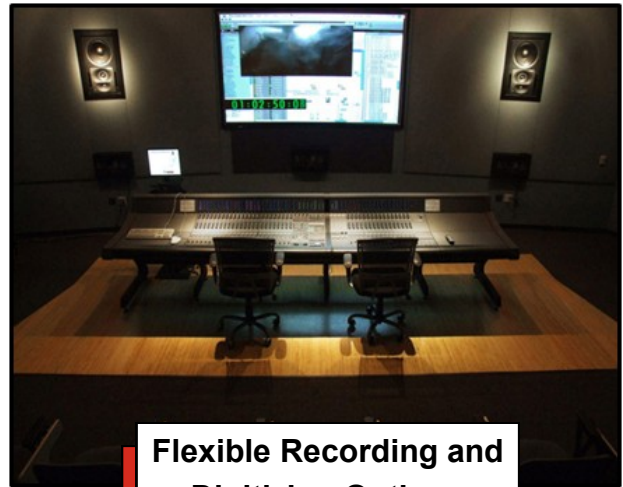
We provide multi-lingual support including professional voice talents and translation services as well as proofreading, digitalization and editing of customer-provided scripts.

Persona Development

Our voice talents can record your script in whatever style you require—business like, super friendly, or something in between.

Auto-Attendant, Voice Mail, and On-Hold Messages

Phone system administrators can get custom recorded prompts for their automated attendant and voicemail systems. We can also create custom on-hold messages that promote your products and services to callers while they are on-hold waiting to speak with their desired party.



Flexible Recording and Digitizing Options

- ✓ .WAV
- ✓ .AU
- ✓ .MP3
- ✓ .AIFF
- ✓ .VOX
- ✓ PCM
- ✓ ADPCM
- ✓ CD audio
- ✓ Others



M&C Associates – at your service

M&C Associates is a premier provider of IVR, Speech and CTI solutions to enterprises and government agencies across the United States and Canada. We are a certified Avaya Business Partner and provide a full suite of services for the Avaya Voice Portal, Nortel MPS, and legacy VPS IVR platforms.

Our services include consultation and needs assessment, system design and Installation, custom application development, complete integration services, audio services, system and application support, and knowledge transfer.

For more information, call us at (631) 467-3375 or visit www.m-cassociates.com

