

Produce your own VIP Voice Scripts

For those that prefer to make their own scripts using that neighborhood voice your customers know and love, read below. Remember, professional scripts are always available directly from Fidelity Communications as part of your Retention Agreement.

Fidelity Recommends Audacity for free personalized scripting.

About Audacity

Audacity is a free, easy-to-use audio editor and recorder for Windows, Mac OS X, GNU/Linux and other operating systems.

You can use Audacity to:

- Record live audio.
- Convert tapes and records into digital recordings or CDs.
- Edit Ogg Vorbis, MP3, WAV or AIFF sound files.
- Cut, copy, splice or mix sounds together, creating the perfect WAV file for downloading to Retention.
- Change the speed or pitch of a recording.

And more! See the complete list of features by addressing the web address below.

<http://audacity.sourceforge.net/download/>

Fidelity Recommends Plantronics Audio 470 USB portable, foldable Stereo Headset.

About the 470 USB



The Plantronics Audio 470 USB headset combines portability with your choice of analog or USB connection. Outstanding digital sound quality makes Retention Voice Scripts sound even better. A personalized fit, lightweight design, and fingertip controls deliver hours of comfortable use for sound professionals. Convenient in-line controls for volume and microphone mute, along with USB-enhanced digital sound quality makes the perfect combination for making your own Retention VIP scripts.

You can order the 470 by calling Fidelity or going direct to Plantronics at the below link. You may have to paste this link into your browser. The price, \$59.95

http://www.plantronics.com/images/catalog/product_fullsize/audio470usb.jpg