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ABSTRACT

**A SYSTEM AND METHOD FOR AUTOMATED INFORMATION STORAGE
AND RETRIEVAL**

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The present invention relates apparatus and a method
for providing information to a user (1) over a
telephone network (400) comprising, voice recognition
10 means (100), a database (200) and a facsimile unit
(300). The database is connected to the voice
recognition means and the facsimile unit and the voice
recognition means is connectable in use to the
telephone network for receiving user requests from the
15 user. Application software controls the voice
recognition means, database and facsimile unit such
that on detection of a user request by the voice
recognition means a data file or files (213) stored in
the database corresponding to the user request is sent
20 by the facsimile unit to the user via the telephone
network.

Figure 1