



# IVR service

## ? Your Question

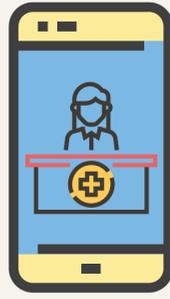
## ! Our Response

? What is an IVR?

! IVR stands for Interactive Voice Response and is technology that allows a computer to interact with humans through the use of voice and "Touch-Tone" inputs via a phone or keypad.

? What does an IVR Service offer my pharmacy?

! IVR services offer patients and doctors the option to submit refills directly into the pharmacy system. Other features of an IVR include inbound, outbound, and cloud (mobile app, and web refills).



? What is "Inbound IVR"?

! Inbound IVR refers to the customer or doctor calling the pharmacy and refilling an RX without having to talk to any pharmacy staff member. The option to leave a voicemail, speak to a pharmacy staff member, directions to pharmacy, and pharmacy hours are all other options of inbound IVR.

? What is "Outbound IVR"?

! Outbound IVR refers to the automated calling features of the IVR system. This can include automatically calling or texting a patient once their script is ready to be picked up. Outbound can also be used for marketing to reach your customer via phone or text.



? What is "Cloud IVR"?

! Cloud IVR refers to the cloud or online services of the IVR system. This can include mobile apps designed specifically for your pharmacy and allows your patients to refill their RX directly from their mobile device. Another feature of this service is the ability to refill prescriptions directly from your pharmacies website.

? Do I need an IVR for my pharmacy?

! Yes. Customers and doctors expect you to provide these services. An IVR gives patients 24/7 access to the pharmacy. An IVR handles a majority of the phone calls so you have time to focus on your patients.



? Can I use any IVR service for my pharmacy?

! No. The IVR service you use depends on the pharmacy system. Some IVRs work very well with certain pharmacy systems while others have no or very little compatibility. ConfigRX helps pharmacy owners choose an IVR system that works for their pharmacy

