



# Interactive Voice Response

QS/1®'s Interactive Voice Response (IVR) system can reduce stress, improve dispensing accuracy, increase productivity, and enhance refill compliance. Customers benefit from the convenience of 24-hour access and automated notification of prescription availability. With IVR, employee-answered phone calls may be reduced by up to 85 percent. IVR continues to top the list of productivity-enhancing pharmacy tools while providing a fast return on investment.

## Reduce Stress

QS/1's IVR system will help create a less stressful, more productive pharmacy environment. Customers will have convenient access to your pharmacy 24/7, plus the system can eliminate customer telephone hold time and reduce time customers spend waiting in line.

## Increase Productivity

QS/1's IVR intercepts phone calls, reducing disruptions that can affect processing and dispensing accuracy. The system can handle time-consuming prescriber communications, automatically checking refill limits and sending authorization requests. The pharmacy can play back messages left by customers and prescribers from any workstation within the QS/1 pharmacy system. By integrating with a QS/1 NRx® pharmacy management system, refills are automatically queued and labels are printed. And, by integrating with QS/1's Automated Dispensing Machine (QDM®), prescriptions can be queued for dispensing too.

## Flexible Options

With modifiable voice scripts, you have the flexibility to create messages using languages and

dialects like those of your customers. The system's built-in remote functionality lets you select an alternate greeting or change messages from another location. QS/1 has IVR systems designed for single stores and several options for multi-store operations.

## Comprehensive Support and Training

With more than 30 years of pharmacy expertise, QS/1 provides dependable online and toll-free service and support. And all it takes is one call to QS/1 for fast, reliable support for QS/1 IVR and pharmacy management systems.

## IVR Demo

To test-drive QS/1's IVR system and its call out features, call **1-800-322-7037**. Enter the Rx numbers below to experience how QS/1's IVR handles a variety of prescription requests. Demo is available in English, Spanish, male, or female voices.

- 6022918 No Refills
- 6022917 Refillable Rx (Call for Pickup)
- 4409602 Refillable Rx (Call for Pickup)
- 6022919 Too Soon to Refill
- 6022920 Expired Prescription

- Provide customers with around-the-clock availability
- Reduce distractions that can affect accuracy
- Increase productivity by routing requests directly to the pharmacy queue
- Play, store and retrieve doctor and patient messages without the need for a separate voice mail system
- Notify customers when their prescriptions are ready for pickup or when one is due to be refilled with the system's callback features
- Use IVR to automatically print labels and send refill requests to dispensing devices
- Utilize modifiable voice scripts in a variety of languages and dialects to create messages that appeal to your customers
- Choose an IVR solution based on your pharmacy's size and needs
- Integrate seamlessly with QS/1 pharmacy management systems for enhanced productivity
- Make one call to QS/1 for service and support for your pharmacy management and IVR systems
- Get fast, accurate toll-free or online customer support from extensively-trained technicians



1-800-231-7776  
www.qs1.com

## IVR Solutions for Multiple Pharmacy Environments

- Play, store and retrieve doctor messages
- Handle prescriber communications
- Eliminate customer hold time and reduce time spent waiting in line
- Help your customers through easy, step-by-step refill ordering
- Support multiple languages and dialects
- Audible refill request counts help guide pharmacy staffing
- Integrates with QS/I pharmacy management systems for enhanced benefits without requiring a separate interface
- Integrates with QS/I's SystemOne® for home medical equipment requests

### Standard IVR

- Specially designed for a *single* location

### Central IVR

- Specially designed for *multi-location* pharmacies
- System has one centrally located IVR server
- Features a *single* telephone number and greeting for all locations

### MultiScript IVR

- Specially designed for multi-location pharmacies
- System has one centrally located IVR server
- Allows each store to retain *individual* telephone numbers and greetings

## Flexible and Easy to Use

- Store customer voice messages directly in the QS/I pharmacy system
- Retrieve messages without calling into a separate voicemail system
- Fax additional refill requests to physicians or send electronically if the doctor is an e-Prescribe user
- Route non-pharmacy calls to other store departments
- Simultaneously support multiple languages and dialects
- Select alternate greetings
- Change alternate close greeting remotely
- Ability to customize messages

## Streamlines Workflow

- Automatically schedule refill processing based on pickup time
- Route refills to designated queue for processing
- Allow physicians to respond to refill requests or leave new orders via voicemail

## Customer Convenience

- Records customer voice messages with their refill requests
- Informs customers of pickup times within your pharmacy's pre-set parameters
- Has pickup feature that can notify customers by phone when prescriptions are ready
- Has reminder compliance call feature that calls customers to notify them when they have a prescription due to be refilled

## Advanced Security

- Help reduce the risk of refill fraud and data entry errors
- Validate prescription numbers with input of security data: first three characters of the customer's last name, birth date or telephone number
- System compares and validates to authenticate the customer request