

Voxeo



V O X E O

Pharmacy Locator

helps your subscribers quickly find prescription services whenever they need them.

The Voxeo™ Pharmacy Locator helps health care providers reduce call center expenses and increase overall subscriber satisfaction by automating informational inquiries. Subscribers can quickly and easily find the nearest participating pharmacy and listen to relevant information using any telephone.

Reduce Call Center Costs with Self-Service Automation

The Voxeo Pharmacy Locator will substantially reduce health care providers' call center costs by offering their customers automated self-service options. Callers use simple voice commands to easily find pharmacies, special services and hours of operation without navigating tedious touch-tone menus. Health care providers will minimize their reliance on support representatives driving down call center expenses while improving overall subscriber satisfaction.

Enhance Patient Care with Convenient New Services

Providers will also improve the quality of customer care by helping subscribers quickly and easily locate participating pharmacies convenient to their location. Voxeo's speech recognition saves callers from enduring cumbersome touch-tone menus and lengthy hold times waiting for support agents. Informing callers about new pharmacies or special services, such as delivery, drive thru or emergency fills after hours, will also improve customer satisfaction.

Speed Time-to-Market by Leveraging Integrated Technologies

The Locator integrates standard web and advanced voice technologies to simplify and speed deployment of new voice services. This unique approach is superior to traditional Interactive Voice Response (IVR) telephone systems, which are expensive to implement and maintain in house. Upgrading and enhancing these "last generation" systems is extremely difficult and requires on-going capital expenses.

- *Automate common customer requests*
- *Reduce call center and infrastructure expenses*
- *Enhance the quality of customer care*
- *Provide subscribers with new, convenient services*

With the Voxeo Pharmacy Locator, your subscribers will:

- locate the nearest pharmacy or special services quickly and easily
- obtain self-service, reducing or eliminating the need to speak with a support representative
- avoid lengthy hold times and cumbersome touch-tone menus

Primary Features

- **Pharmacy Location** – prompts callers for their city or zip code, searches a customized database for locations in that area, and provides the address and cross street of the pharmacy they choose.
- **Directory of Services** – lists special services, such as delivery, drive thru or emergency fills for the pharmacy nearest the caller's location.
- **Hours of operation** – provides hours of operation for any requested pharmacy.

Enhanced Features

- **Closest Pharmacy locator** – prompts callers for their current location (street address or nearest intersection) and provides the location of the closest pharmacy.
- **Direct Connect** – allows callers to immediately connect to the requested pharmacy or to a support representative when additional information is required.
- **Automatic Number Identification (ANI) Lookup** – automatically recognizes the caller's zip code based on the telephone number, which further speeds the process of finding the closest pharmacy.
- **Personalization** – recognizes the caller's telephone number and personalizes the voice interface based on subscriber-designated options.
- **Services Filter** – prompts callers for desired services, such as cholesterol testing or seasonal flu shots, then filters to find pharmacies offering the requested services.
- **Driving Directions** – offers driving directions to the requested pharmacy. Callers also have the option to receive directions by fax, email or PDA.
- **Seamless Integration with Other Voxeo Healthcare Solutions:**
 - Physician Locator*
 - Subscriber Policy Calculator*
 - Personal Information Updates*
 - Literature Request*
 - Medical Appointment Reminders*

Voxeo Advantages

- **Commitment to Customer Service** – At Voxeo, we don't just talk about customer service, we deliver it. We provide 24x7 technical support, training sessions, and complementary solutions.
- **Industry-Leading Team** – Voxeo's talented voice application development specialists and partners have expertise in voice user interface design, audio production, grammar development, VoiceXML engineering, usability analysis, and application tuning. Our team can deploy your application quickly, helping you meet your ROI objectives.
- **Scalable, Reliable Network** – By leveraging world-class carrier networks and Tier 1 IP backbones, Voxeo's high-performance network provides call handling for both voice and data traffic, ensuring high availability and reliability for our customers' voice applications.

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