

Boost Customer Satisfaction and Increase Pharmacy Productivity

Together, Envox Worldwide and Symago offer an unmatched combination of next-generation voice technologies and solution design expertise to help pharmacies of all sizes better service customers and improve operations. Our interactive voice response (IVR) solutions automate prescription refill and authorization requests freeing pharmacy personnel to concentrate on more value-added tasks and speeding fulfillment rates.

Customer Calls

- Prescription refill requests
- Store locator
- Pharmacy hours and information
- Transfers to the pharmacy for personal assistance
- After-hour messages and assistance
- Special patient information messages
- Outbound Notifications
- Faxing of Refill Authorizations

Physician call

- Authorize prescription refills
- Transfer to speak to the pharmacy staff
- Optional dedicated doctor line

Voice Message Retrieval

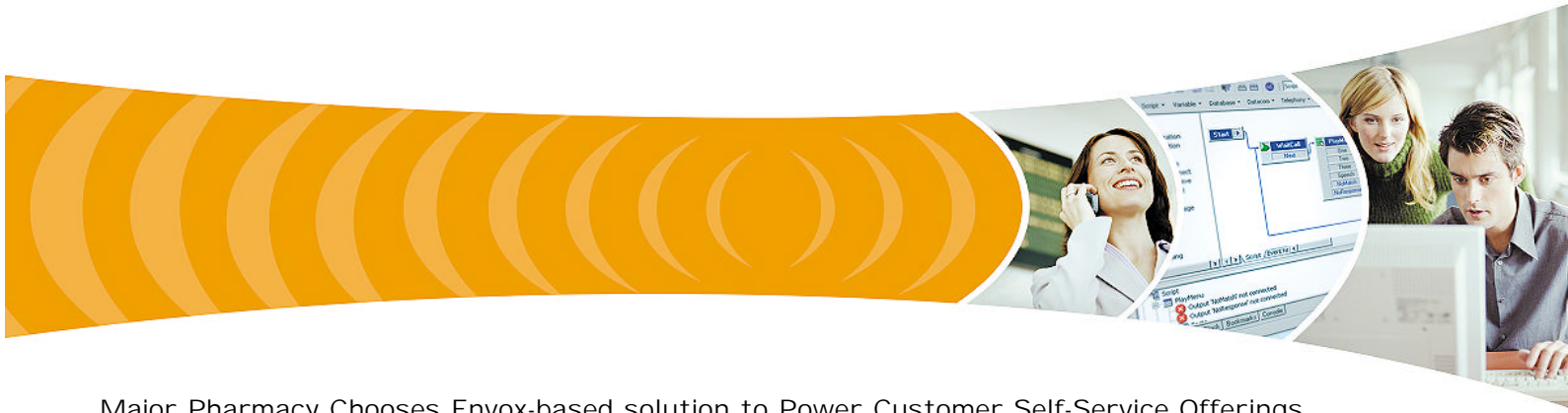
- New prescription messages from doctors
- Refill authorization messages from doctors
- Customer voice messages
- Password protected access for privacy
- Messages (after hours)

Envox 6: Unmatched Technology

With over 1,000,000+ ports deployed worldwide, Envox IVR solutions have proven to be extremely flexible, scalable and reliable effective across 1000+ companies globally. Envox 6 is an open, standards-based communications development platform that significantly reduces the time, cost and complexity of deploying voice solutions while providing a bridge between legacy systems and emerging technologies.

Symago: Rapid Deployment of Custom Solutions

Symago can custom design your IVR solution to be fast and friendly for both customers and doctors. Symago will handle all the development work including creating a voice user interface that will delight all your callers. These solutions are fully integrated with both your telephony and pharmacy management systems. Web based administrative tools are available to easily manage variables such as pick-up time, store information, hours of operation, holidays schedules and more. To ensure maximum satisfaction and utilization, these solutions can feature multiple languages and speech recognition.



Major Pharmacy Chooses Envov-based solution to Power Customer Self-Service Offerings

This leading national pharmacy chain, with over 6,000 locations, needed to replace their “single store” prescription refill deployment model with a centralized solution to better handle corporate growth. Their Envov-based solution also allowed them to gain the cost and management efficiencies of moving to VoIP while still leveraging much of their existing telephony infrastructure investments.

Speech Pays Off for Swedish Pharmacy Chain

The national pharmacy organization in Sweden, which operates over 900 stores, was constantly overwhelmed with inquiries about holiday store hours. Apoteket AB implemented a speech-enabled IVR solution to automate these questions and reserve contact center personnel for customers that needed their skills. This pharmacy gained a solution for better managing spiked traffic issues and realized ROI on this project in just two months.

National Pharmacy Chain Improves Operations with Envov-based Prescription Refill Solution

This pharmacy, with over 3,400 locations, wanted to design their own prescription refill solution to maximize customer satisfaction and improve pharmacy productivity. They utilized Envov’s award-winning development software to lower development time and easily manage the telephony resources needed to power the solution.

Datahouse Technology LLC Extends VIP Pharmacy Management Offerings with Envov-based Prescription Refill Solution

Datahouse Technology needed to enhance their pharmacy management software with prescription refill capabilities. Using Envov’s application development software, Datahouse Technology was able to limit development costs, speed time-to-market and profitably launch their new prescription refill IVR offering.

Symago Deploys Envov-based Prescription Refill Solution for the Health Alliance of Greater Cincinnati

The Health Alliance wanted to introduce an automated prescription refill solution to increase customer loyalty and reduced refill delays. Symago designed a multi-lingual speech-enabled solution to ensure rapid patient acceptance.

Symago Creates Prescription Refill Solution for Wishard Health Services of Indianapolis

This healthcare organization relied on Symago to create a custom designed prescription refill solution to better serve patients using their on-site pharmacy services. Recently, Symago worked with Innovation Associates to create an interface to their workflow management and robotics solutions. As a result, the Wishard pharmacies are able to operate more efficiently and cost-effectively.

Symago Creates an Outdial Solution for Raleys

Raley’s needed a custom outdial solution that they could maintain and modify themselves. They turned to Symago for their IVR pharmacy application expertise to deliver a turnkey outdial solution. Symago delivered a robust centralized solution that allows Raleys to fully control the dialing and type of messaging that is utilized throughout their 100+ grocery stores and pharmacies.

Independent Pharmacy Steps-up Service with Envov-based Prescription Refill Solution

David’s Discount Pharmacy, a high-volume store located in Sumiton, Alabama, installed an Envov-based prescription refill solution to better assist customers who had been complaining that they couldn’t get through to his pharmacy to place prescription orders – sometimes for days. The company can now process prescription requests faster than ever before, and saves money filling each one of them.



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