

PHARMACY CALL

# SmartCall

Speech-Recognition Interactive Voice Response System

*The smart choice for pharmacy telephone automation*

**CUT COSTS • IMPROVE PRODUCTIVITY • INCREASE ACCURACY • PROVIDE AFTER-HOURS SERVICE**

Are you looking to automate your pharmacy's telephone system to handle an increased volume of prescriptions? Or is your current interactive voice response system not quite meeting your needs? Step up to **SmartCall**, the smart solution for your pharmacy's telephone automation needs.

**SmartCall**, the most advanced interactive voice response (IVR) system in the pharmacy industry, is now available with speech recognition! **SmartCall**'s ability to interface with existing phone systems, combined with its unparalleled feature complement, make it the preferred choice for any pharmacy, whether chain, independent, hospital, clinic, mail-order, or central-fill. **SmartCall** is designed around Smart Solutions' customer modeling process, which enables it to respond according to your pharmacy's customer-service philosophies and activity. **SmartCall** easily fits into established pharmacy operations and services to provide exceptional customer service and pharmacy productivity.

## SmartCall SR Speech-Recognition IVR

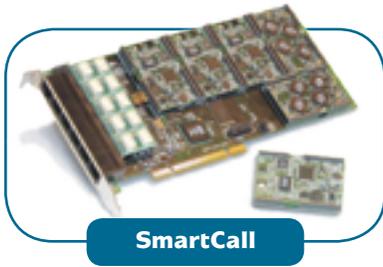
With **SmartCall SR** you have the best of all voice-technology worlds. Customers can order their prescriptions by speaking into the telephone without using a telephone keypad, or they can continue to use the standard IVR telephone keypad interface.

**SmartCall** uses the latest hardware, firmware, and software to provide the longest lasting, most reliable extended-life application possible, maximizing your pharmacy's return on investment. **SmartCall** also features the industry's most comprehensive support, maintenance, and warranty policy. If you are looking for the most advanced and reliable pharmacy IVR on the market, **SmartCall** is the smart choice.

**SmartCall** has the ability to interface with all pharmacy practice management systems and point-of-sale systems, and can be scaled from small pharmacies with conventional retail needs (including local delivery), to clinics, hospitals, large chains, central fills, and mail-order facilities.

Optional state-of-the-art graphical user interface (GUI) for remote administration is also available.





SmartCall

**SmartCall** boards are the most advanced in the industry. They can be installed in approved computers that your pharmacy already uses or in Smart Solutions' **SmartCall AANI** extended-life application server.

SmartCall is HIPAA compliant and HIPAA secure. HIPAA requirements supplied by Smart Solutions are standard upgrades included in Smart's annual support and maintenance agreement.



SmartCall AANI

Network-ready on an RJ 45 connection, the **SmartCall AANI** server is designed for low power usage, long life, low heat generation, and high resistance to impact, vibrations, or data corruption. It can be wall or rack mounted or be placed on an appropriate shelf or desktop.

## Smart Solutions™ THE INTELLIGENT CHOICE

Smart Solutions has been providing technologically advanced pharmacy interactive voice response (IVR) applications since 1995. Our customers include some of the largest mail-order, hospital, chain-store, and grocery-store pharmacies in the United States and Canada.

Our products include:

**SmartCall** IVR and SR

**SmartCall** Outbound Calling

**SmartCall** Patient Messaging

**SmartWeb** Internet Prescription Ordering

**SmartCheck** Prescription Verification

**SmartCheck** Bin Management

**SmartCheck** Signature Capture

These products, all oriented toward enhancing productivity and customer service, also provide the best price/performance ratio in the market. Our products carry the industry's best hardware and software warranty to make sure you enjoy years of trouble-free and worry-free performance, allowing you to focus on the core of your pharmacy business.

### The industry-leading innovator since 1995

**FIRST** with affordable retail speech recognition for pharmacies

**FIRST** with mail order and delivery as standard features

**FIRST** with caller ID

**FIRST** with full-enterprise applications

**FIRST** with doctor call paging

**FIRST** with a Linux voice processing solution

**FIRST** with doctor message waiting notification

**FIRST** with in-store paging as a standard feature

**FIRST** with GUI remote administration

**FIRST** with automated server management (guardian angel)

For more information about **SmartCall**, a full feature list, or information about our other products, contact us:



**smart**  
SOLUTIONS

Smart Solutions, Inc.

465 West Lawndale Drive | Salt Lake City, Utah 84115

Phone 801·485·5956 | Fax 801·484·1177

[www.smartcominc.com](http://www.smartcominc.com)