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Second Generation IVR To Be Featured At NACDS Pharmacy & Technology Conference

Newark, NJ; June 30, 2008: Since its inception TeleManager Technologies, Inc. has invested heavily in R&D to insure its products are able to meet the changing needs of pharmacies. One of the best examples of this is the second generation Central IVR (patented) being featured at the 2008 NACDS Pharmacy and Technology Conference.

TeleManager has added several new twists that make its newest Central IVR both feature rich and affordable. For example, the second generation Central IVR is Voice Over IP compatible and will run on the most popular IP Telephony platforms including Dialogic and Cisco. Scalability, key to any central system, will provide the affordability necessary for offering Speech-enabled technologies (now in beta testing) that will allow callers to simply speak their responses to the IVR's templated queries. A feature that means callers can request refills by product name rather than needing to know and key in their prescription number.

The centralized configuration eliminates the need for expensive hardware at each location providing multiple location pharmacies with meaningful savings. The entire system is Windows-based, allowing administrators to centrally control and customize each location's IVR system and at the same time permitting local pharmacy staff to utilize their workstation screens to handle all IVR workflow management features.

The second generation Central IVR is available as either a pharmacy headquarters' version or TeleManager can host all functions in their Newark telecommunications center and then forward all information back to the right location over a secure wide area network. The hosted arrangement also provides the client with a failover redundancy and requires only minimal internal IT support.

Additional new features include extensive outbound calling, surveying and marketing functionality. Outbound Refill Reminder and Will-Call Bin pick-up reminder calls improve compliance, boost sales and improve pharmacy efficiencies. New targeted messaging capabilities can be used to provide specific information to any subset of patients (e.g., first time patients, opt-in customers, specific therapeutic category users, etc.). Likewise, HIPAA compliant opt-in calls allow the pharmacy (centrally or store controlled) to contact segments of its customer base for special services and offers, making this enhanced IVR system a viable way to improve customer service and generate revenue.

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