2024 *SmartCos* YEAR IN REVIEW

A review of some of the most important feature additions over the past year.

More use of Neural Voices and AI to:

☐ Voicemail Transcription displays voicemails as text in the SmartCall Viewer

☐ Display existing prompts or announcements as text.

☐ Edit the displayed text or enter new text to change prompts and announcements.

☐ Listen to newly generated prompts before activating in SmartCall.

☐ Alternatively, record prompts and announcements in your own voice using the web tools.

Patient Messaging:

☐ Configure your SMS text and auto-responses yourself.

☐ Send custom SMS replies to patient messages.

☐ My MobileRx Android/IOS App:

☐ Remembers patient prescriptions to make refills easier.

☐ App push notifications can replace texts to save on SMS fees.

☐ Can allow patients to initiate video calls with the pharmacy.

IVR:

☐ Added the ability to transfer to different telephone destinations based on language.

☐ More menu options to allow for more departments.

☐ More default holidays for ease of configuration.

☐ Overhead paging on new voicemails or transferred calls on hold.

☐ Added the option to close the pharmacy for an emergency using the web tools.

☐ Have the IVR call you directly to listen to voicemail on your phone handset instead of the computer.

☐ Click-to-call on patient voicemails to return their call.

System Security:

☐ Secure login mode, with the ability to interface directly with your active directory system.

☐ HIPAA record retention settings to restrict how much patient data remains on the system.