

PKon IVR

We make you more productive

Managing customer calls is vital to a well-functioning pharmacy. PKon IVR allows you to manage all aspects of the customer call, 24 hours a day, 7 days a week, from messaging to inquiring of prescription status, to forwarding phoned-in refills directly to the PKon Rx Refill Queue. Directly integrated with PKon Rx, PKon IVR provides you with the “always on” technology that more and more customers are becoming to expect from their pharmacy.

Standard Features & Benefits

- Direct integration with PKon Rx.
- Dramatically decrease phone traffic.
- Increase customer satisfaction by allowing customers to order refills or check refill status when the pharmacy is closed.
- Allow easy pass-through for customers who want to speak to the pharmacy directly.
- Customers can check refill quantity or the fill status of a prescription.
- Voicemail/Messaging.
- Provide automatic store hours and holidays.

Technical Features

- 5 lines per card.
- Pharmacy and voice mail paging.
- Doctor mailbox.
- Strong performance in heavy load environments.
- Multiple customer identification methods.
- Prescription status.
- Music on-hold.
- ‘O’ for operator.

