# Voice
Powered by Medtel™ Communications

# Introducing the Freedom of Customizable IVR

RedSail Voice provides a secure, cloud-based, interactive voice response (IVR) system that automates and routes calls within your pharmacy. Give your patients and staff the superior experience of a modern, self-service, HIPAA-compliant solution that syncs with your pharmacy management system.

## Key Features

### 99.999% Uptime
Ensure your patients can reach you and that you never miss a call.

### Web-Based, Self-Service Interface
Update your pharmacy's phone options and scripts quickly and easily.

### Analytics Dashboards
Easily visualize and track what's happening with calls.

### Cloud-Based System
Quickly set up the system with assurance that it's always up-to-date and there's no falling behind because of aging or outdated hardware.

## Benefits of IVR

- Immediately cuts the cord to outdated hardware
- Includes advanced features to improve patient service
- Provides the agility and scalability to meet business demands

## Benefits of Adding a Cloud-Based Phone System

- No end-of-life to phone system and IVR
- Business continuity in the event of outages or unplanned downtime
- Single provider for phone service and IVR
- Easily make changes to auto attendants, service hours, and call routing
- Better customer experience – calls are always answered and logged
- Inexpensive to maintain and updated automatically at no additional cost

## Learn More & Get Started!
redsailtechnologies.com/voice