

Dental IVR



Dental IVR (*Interactive Voice Response*) is an automated call management system that uses a technology that detects voice and/or DTMF (*Dual-tone Multi-frequency Signalling*) spoken by the caller's voice or entered from the callers keypad. The main

purpose of the **Dental IVR** system is direct call-flow traffic, by providing the caller with a series of options for whom or where they wish their call to be directed to.

The **ICS™** is an award winning **Dental IVR** and **Voice Mail Unified Communications** system, designed to streamline messaging within a dental administrative office and its patients. A base **ICS™** system comes standard with a very robust suite of features like: Automated Attendant (speech ready), On-Hold Messaging, Unified Messaging (voice/fax to email), Off-Premise Call Transfer, Call Screening, Call Accounting (user and trunk line reporting), Call Queuing, Text Messaging (desktop to wireless), Call Recording, and more. The **ICS™** gives dental practice stakeholders peace of mind assurance that all their business communications needs are being managed all under one platform. The **ICS™** was designed to integrate with new or existing Dental Office Telephone Systems or central office based communication exchanges and Dental Practice Software Systems. **ICS™** is a powerful call processing system designed to reduce the cost of, and streamline messaging within the dental administrative office and the community, including: dentists, orthodontists, oral surgeons, hygienists, dental assistants, insurance companies and patients. *i.e. dental office managers can multi-tenant several practices under one system, administrators can broadcast internal messages to dental staff ...and much more.*

With the **ICS™**, an application module called the **Dental Assistant™** can be acquired to perform **Dental Voice Broadcasting** campaigns. The **Dental Assistant™** is used by many dental practices today.

i.e. administrators can send campaigns such as: Dental Appointment Reminders, Dental Appointment Scheduling, Dental Appointment Re-scheduling, Dental Staff Messaging, Dental Check-up Reminders, Overdue Payment Reminders, Dental Patient Messaging and Dental Patient Surveys.



We take technology to task.™

Call **TasTec Inc.** at 289-632-2338 for more info or visit:
<http://www.tastecinc.com/dental.html>