

[Pharmaceutical Application Demos using IBM DirectTalk, ViaVoice Speech Recognition Technology and Windows NT Systems. These applications are hosted at LeadingC on IBM Netfinity x200 systems using NT 4.0 \(SP6\) and IBM Voice Server v1.5 and DirectTalk Intel-Dialogic hardware](#)

Automated Prescription (Rx) Refill Application Demo

For a Demo, Dial 1 (610) 989-3984

System: Welcome to Leading Pharmaceuticals Automated Prescription Refill System. Please speak your Drug store ID number. Store ID number is found on the top right hand corner of the Prescription label that's on your Prescription bottle.

Caller: 12345

System: I heard you say 12345 as your store ID number. Is it correct?

Caller: Yes

System: Prescription number is found on the left hand corner of the Prescription label that's on your Prescription bottle. Please say the Prescription number now

Caller: 2222

System: I heard you say 2222 as your Prescription number. Is it correct ?

Caller: Yes

System: Is the drug you are ordering for refill <Drug Name>. Please say 'Yes' or 'No'

Caller: Yes

System: Do you have any more Prescriptions?

Caller: No/Yes (If you say "Yes" it will prompt for a new Prescription number up to a total of six Prescriptions per order.)

System: Please speak the last four digits of your social security number

Caller: 1234

System: I heard you say 1234. Is it correct ?

Caller: Yes.

System: Your name is <Patient's name>. Is it correct?

Caller: Yes

System: Would like to pick up the Prescription order or want a mail order delivery?

Caller: Pick up (or the caller could also say 'Deliver')

System: Please speak the pick up time

Caller: 12:30pm (speak as twelve thirty PM)

System: I heard you say 12:30pm. Is it correct?

Caller: Yes.

System: Please speak the date of pick up ?

Caller: October 30th (always speak a future date)

System: I heard you say October 30th . Is it correct?

Caller: Yes.

System: Here is the summary of your refill Prescription order <List of Drug Names>. Thank you for your order. Your order of the drugs will be ready for you at 12:30pm on October 30th . Thank you for calling Leading Pharmaceuticals. Have a nice day