



FOR IMMEDIATE USE

Philadelphia, PA (March 19, 2021) – VetPawer, developer of the leading software Rapport, is pleased to announce the launch of VetPawer [AVA™, Automated Virtual Assistant](#), a revolutionary new phone-to-software service for veterinary practices. Using artificial intelligence and advanced voice recognition, AVA schedules appointments with a 5-star customer experience. Clients can make appointments by phone whenever it is most convenient for them. AVA connects the current practice's phone system directly to the practice's software.

The average time a caller waits is 56 seconds and 15% of callers tend to hang up at around 40 seconds. Veterinary practices have the longest hold times at 1 minute and 47 seconds. Practices could be losing many appointments each day due to long hold times. AVA was developed to provide veterinary practices with the ability to remove hold times for clients while increasing staff efficiency.

With 15 years of Animal Health experience, VetPawer's technology team identified a need to help practices with appointment-related phone volume. The technology has the power to read and write to the Practice Management System (PIMS) systems creating a real value for veterinary practices to eliminate hold times for clients 24 hours a day, 7 days a week. This cutting-edge technology is a game changer for the veterinary industry.

With AVA, the newest technology innovation from VetPawer, practices will be able to enhance the overall client experience, increase staff efficiency and fill the practice's schedule.

For more information, visit vetpawer.com.

About VetPawer

With over 15-years' experience in the Animal Health industry, VetPawer delivers the most cutting-edge technology for veterinarians to communicate and connect with their pet families. Through innovations including smart reminders systems, 2-click scheduling and predictive online booking, VetPawer is dedicated to driving better service and better results for veterinary practices and their clients.

For more information, visit vetpawer.com or contact info@vetpawer.com, 877-399-1354.