

# VetPawer & ezyVet Integration Guide

## Overview

VetPawer's integration with ezyVet is strategically designed to augment the capabilities of our proprietary AI assistant, AVA, facilitating seamless interaction with clinic clientele. The objective is to empower AVA to disseminate information regarding current appointments and to autonomously manage the scheduling of new appointments, thereby eliminating the need for manual intervention at the reception desk. The attainment of this objective is contingent upon AVA's access to a continuously updated schedule, ensuring the provision of genuine appointment availability.

The implementation protocol comprises the following steps:

- Clients are directed to the clinic's official website, which is equipped with an integrated chat feature.
- Upon initiating the chat function, clients are provided the opportunity to engage directly with AVA.
- AVA is programmed to address generic inquiries from users who have not yet disclosed their identity.
- To elicit personalized assistance, users are required to identify themselves to AVA by providing their last name and their pet's name.
- Subsequent to user identification, AVA is designed to conduct an interaction to ascertain the specific requirements for the appointment, including, but not limited to, the selection of the pet for whom the appointment is being scheduled, the nature of the visit, preferred service providers, among others.
- Upon identifying an appointment slot that adequately meets the client's needs, AVA interfaces with the ezyVet API to confirm the booking in the clinic's schedule.

## Regions

The integration will be available in:

- USA

## Glossary

This section provides the definition of acronyms and terms that may not be familiar with the reader of this specification

- **ezyVet** - is a cloud-based software as a service veterinarian practice management solution.
- **AVA** – is a revolutionary service available to support vet practices and front office staff by answering the phones or website chat day and night.

## Table of Contents

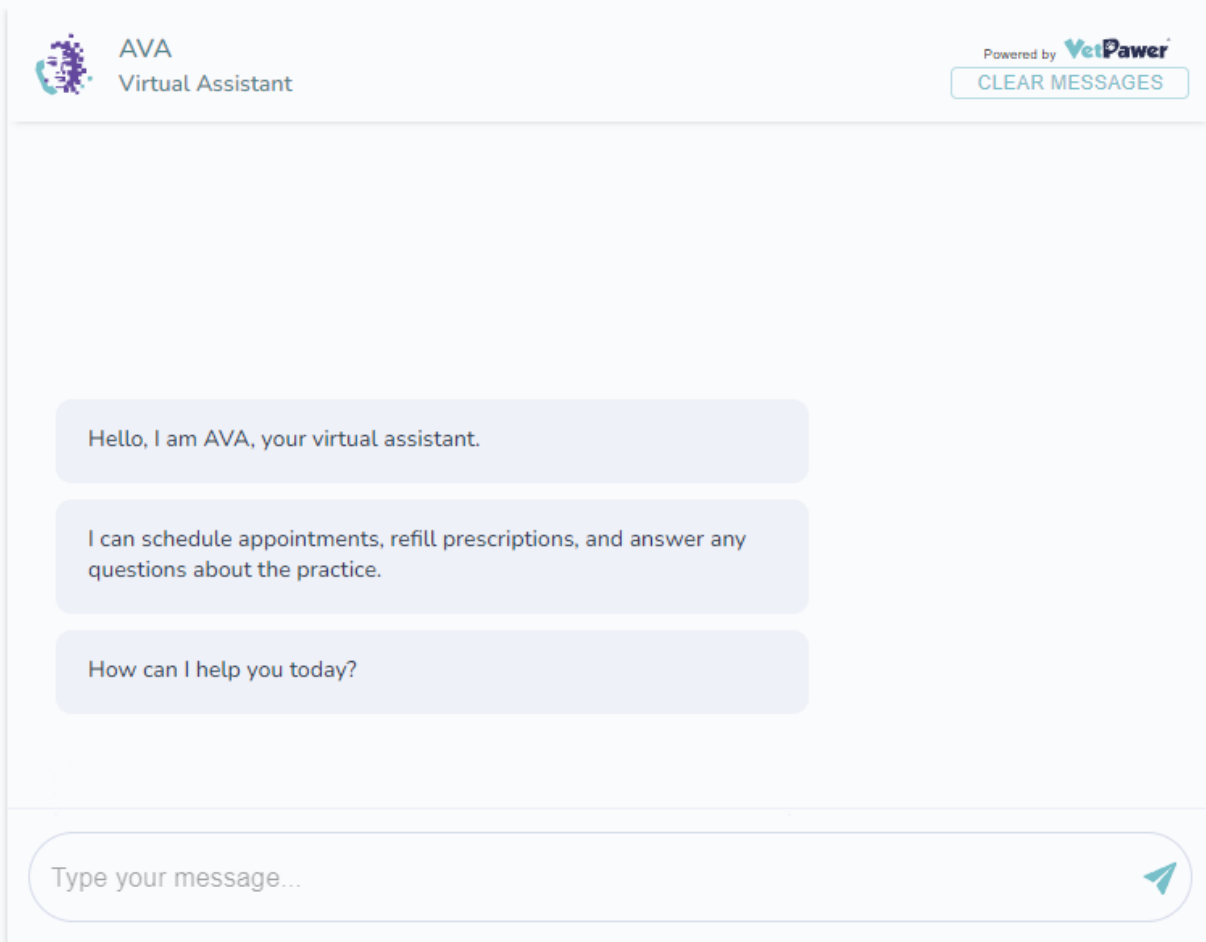
Overview .....	2
Regions .....	2
Glossary .....	2
2. Integration in Action .....	4
2.1 Start a conversation with AVA .....	4
2.2 Client defines its intent and identifies himself. ....	5
2.3 AVA gathers information regarding the client's preferences. ....	6
2.4 Client confirmation .....	7
2.5 AVA confirmation .....	8
3. How to Configure .....	9
3.1 Get ezyVet Partner API Credentials .....	9
3.2 Send Credentials to VetPawer .....	12
3.2.1 Forward Credentials to VetPawer Support .....	12
3.3 Disable Integration in ezyVet .....	12
Troubleshooting .....	15
6. Technical Support .....	16

## 2. Integration in Action

This section provides a brief overview of the VetPawer and ezyVet integration in practice.

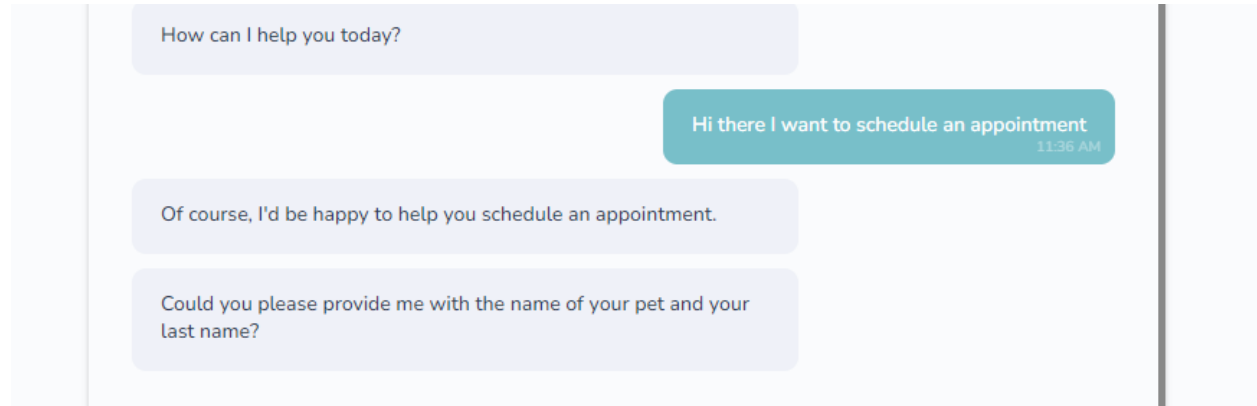
### 2.1 Start a conversation with AVA

- Client navigates to the clinic's public website where a snippet of AVA is provided to link to a chat window
- Client will navigate to AVA's chat window
- Example:  
<https://vetpawer.appointmaster.com/avachat-standalone/?ACID=6577ae0e98931aca905a4e3a&PROD=1>

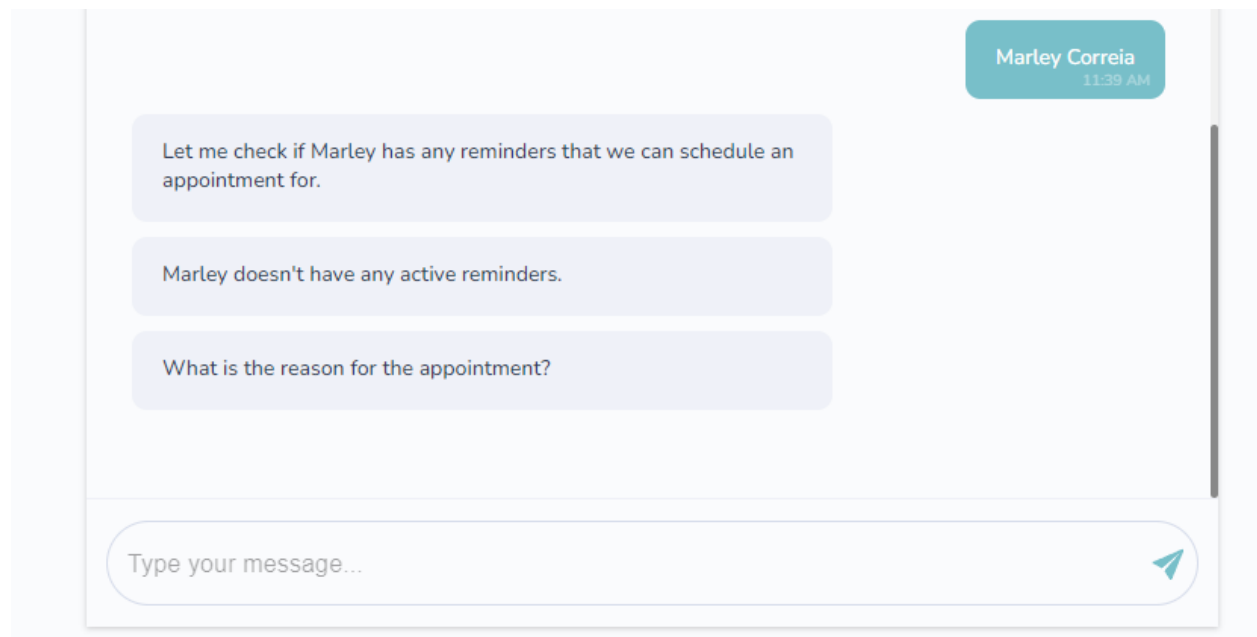


## 2.2 Client defines its intent and identifies himself.

- The client engages with AVA, articulating their service requirements.

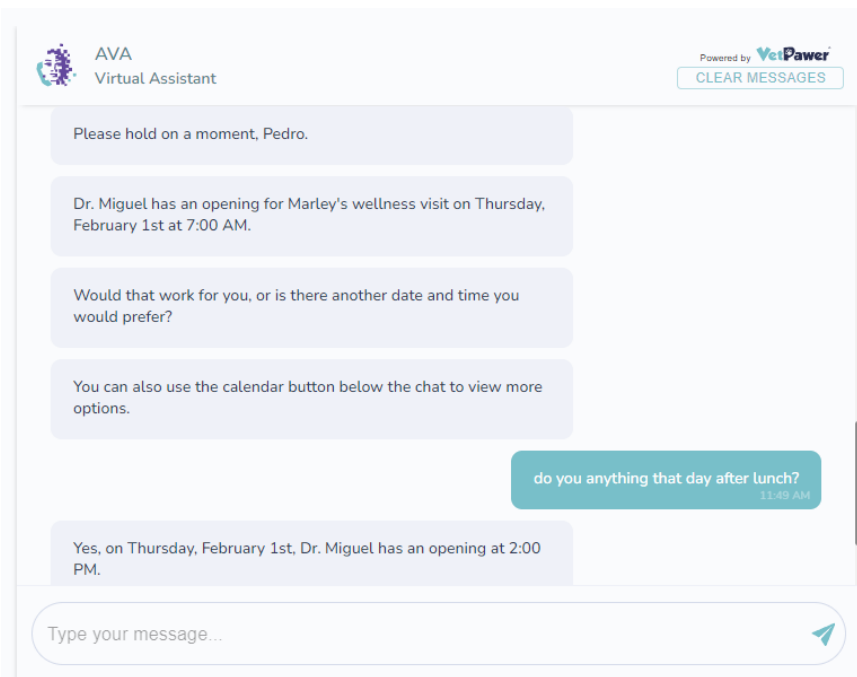
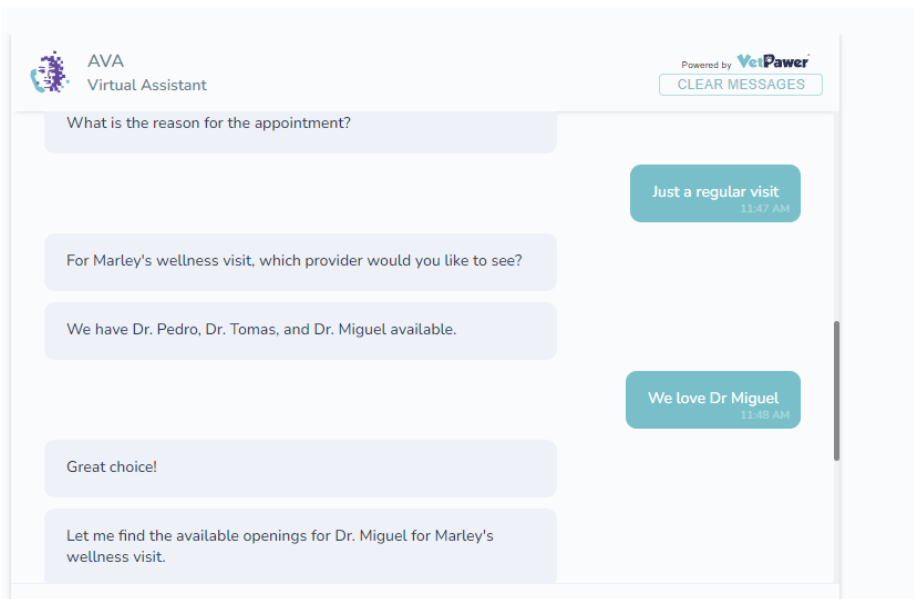


- AVA proceeds to request essential information from the client for identification purposes. Upon successful identification, AVA will consult the cached data retrieved from ezyVet to assess for pertinent notifications, such as active reminders



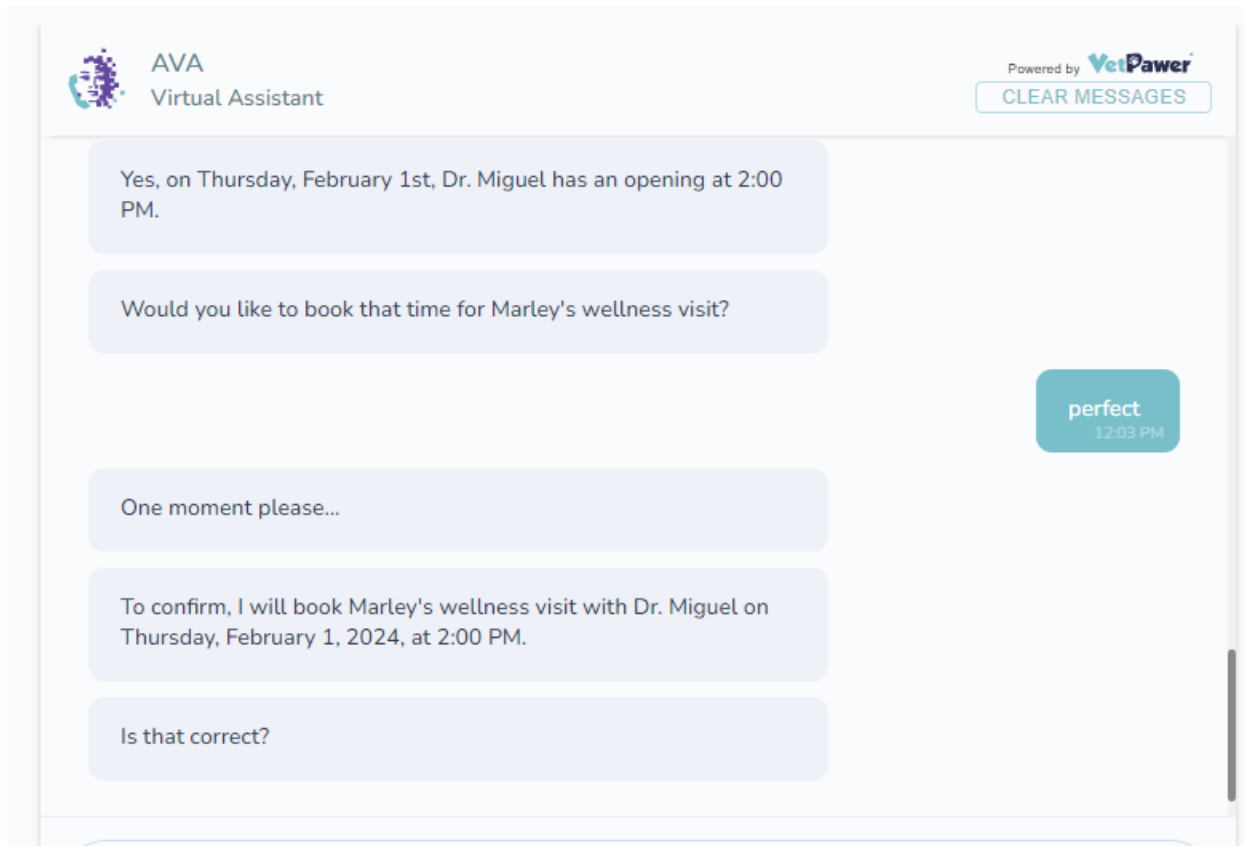
## 2.3 AVA gathers information regarding the client's preferences.

- AVA solicits from the client the necessary details to facilitate the scheduling of an appointment, including preferred dates and times, the choice of healthcare provider, the reason for the appointment, and any additional relevant information:



## 2.4 Client confirmation

- Once a suitable set of options has been identified, AVA requests the client to verify all information provided to ensure accuracy before proceeding



The screenshot shows a chat interface for AVA, a Virtual Assistant powered by VetPower. The interface includes a header with the AVA logo and name, a 'CLEAR MESSAGES' button, and a chat history. The chat history consists of several messages: a confirmation of a 2:00 PM opening for Dr. Miguel on Thursday, February 1st; a question about booking that time for Marley's wellness visit; a 'perfect' response from the user at 12:03 PM; a 'One moment please...' message; a confirmation message stating the booking for Thursday, February 1, 2024, at 2:00 PM; and a final question 'Is that correct?'.

AVA  
Virtual Assistant

Powered by VetPower  
CLEAR MESSAGES

Yes, on Thursday, February 1st, Dr. Miguel has an opening at 2:00 PM.

Would you like to book that time for Marley's wellness visit?

perfect  
12:03 PM

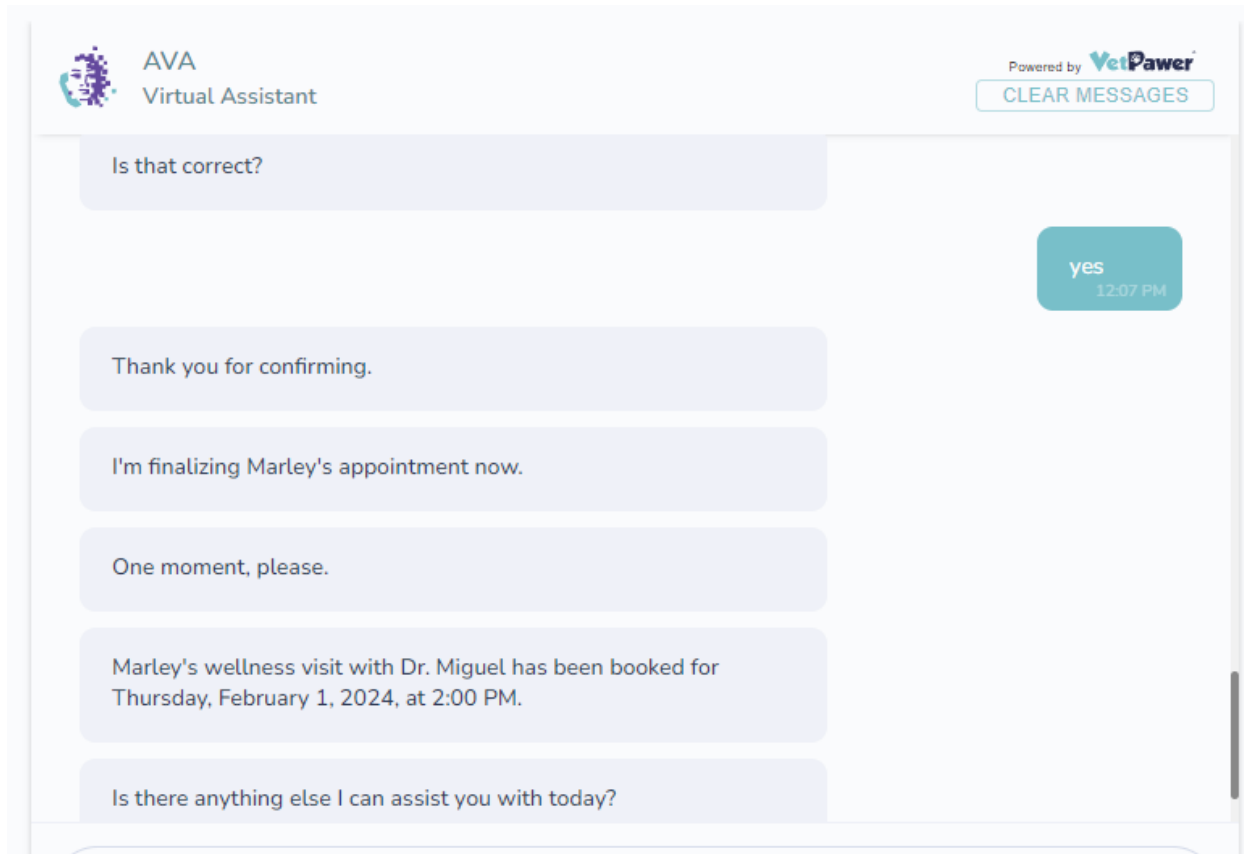
One moment please...

To confirm, I will book Marley's wellness visit with Dr. Miguel on Thursday, February 1, 2024, at 2:00 PM.

Is that correct?

## 2.5 AVA confirmation

- Upon receiving confirmation from the client, AVA interfaces with the ezyVet API to effectuate the scheduling of the appointment within the clinic's calendar system





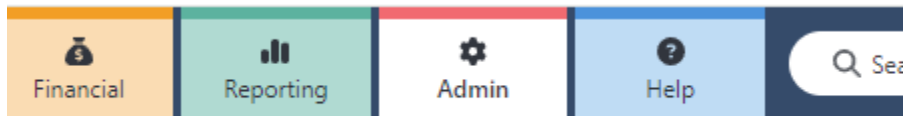
## 3. How to Configure

This section details how to configure the VetPawer and ezyVet integration.

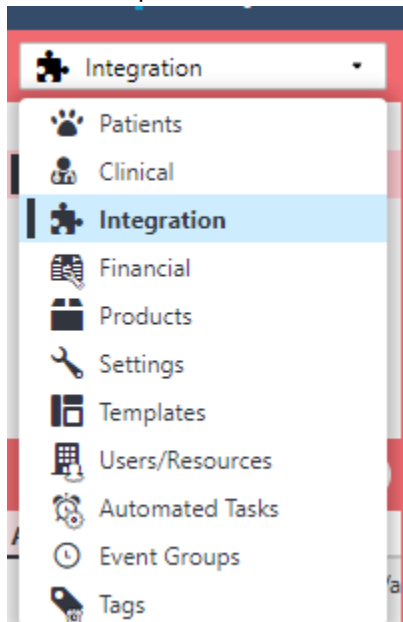
### 3.1 Get ezyVet Partner API Credentials

The following outlines the steps required to get your ezyVet Partner API credentials.

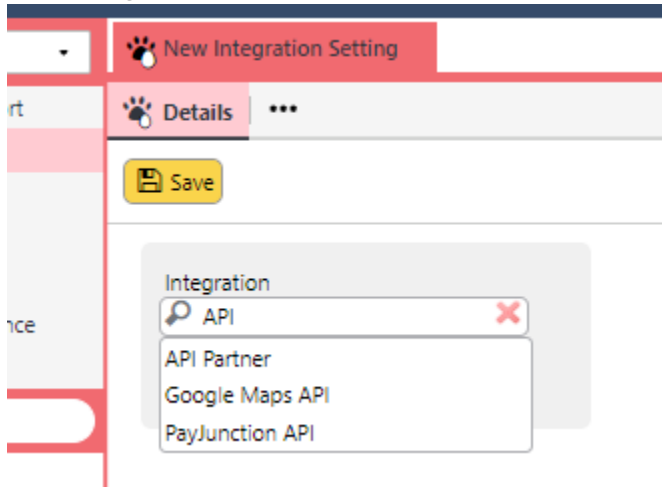
- Log into ezyVet with relevant admin privileges
- Click on the 'Admin' tab



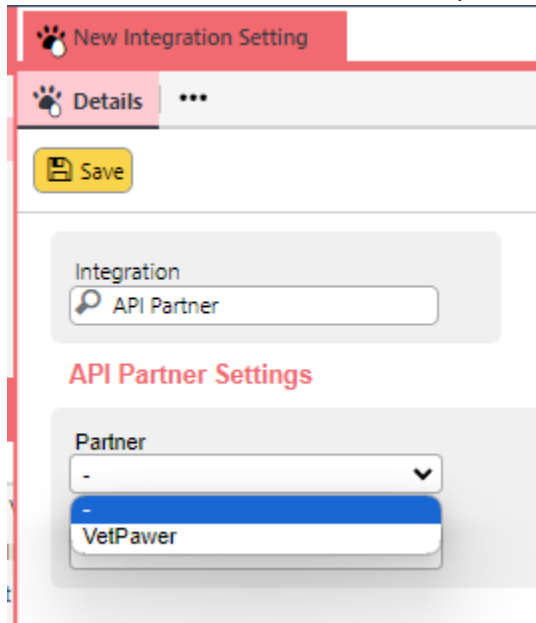
- Use the drop-down box on the left of the screen and select Integration



- In the Integration Search Box type and select API Partner



- Select “VetPaver” from the Partner drop down box and then click “Save”



- Underneath 'Scopes' click 'Select All' and then Click 'Save'

API Partner (VetPawer) -...

Details | Change Log | ...

Save | Download Credentials

Integration  
API Partner (VetPawer)

**API Partner Settings**

Partner  
VetPawer

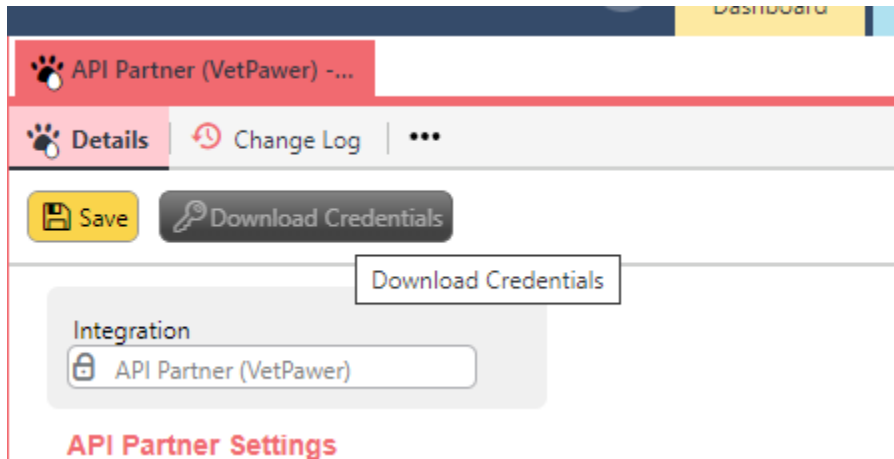
Application Name  
VetPawer

**Scopes**

Select All | Select None

Id	Name	Description
<input checked="" type="checkbox"/> read-animal	View Animal	Partner can view all basic animal data, such as name, br
<input checked="" type="checkbox"/> read-animalcolour	View Animal Colours	Partner can view all animal colours available.
<input checked="" type="checkbox"/> read-appointment	View Appointment	Partner can view a list of any appointments in ezyVet.
<input checked="" type="checkbox"/> read-appointmentstatus	View Appointment Status	Partner can view a list of any appointment statuses in ezy
<input checked="" type="checkbox"/> read-appointmenttype	View Appointment Types	Partner can view a list of any appointment types in ezyVe
<input checked="" type="checkbox"/> read-breed	View Breed	Partner can view all breeds available.
<input checked="" type="checkbox"/> read-consult	View Consult	Partner can view all consult data. This refers to the consu
<input checked="" type="checkbox"/> read-contact	View Contact	Partner can view all basic contact data, such as first/last
<input checked="" type="checkbox"/> read-contactassociation	View Contact Associations	Partner can view all Contact Associations.

- Click 'Download Credentials'. Your browser will then download a file named credentialsapi.txt.



## 3.2 Send Credentials to VetPawer

The following section details how to send your ezyVet API credentials to the VetPawer team.

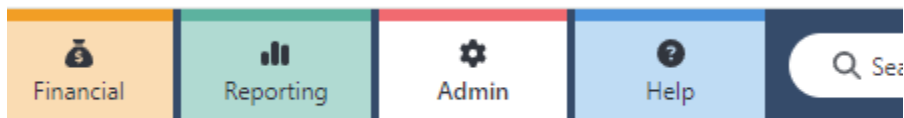
### 3.2.1 Forward Credentials to VetPawer Support

As the configuration process of AVA invariably necessitates involvement from the support team to orchestrate the setup within the clinic, embed the pertinent snippet into the clinic's website, and conduct a personalized oversight of the preliminary phases, it is imperative that these credentials are transferred to the support team via secure channels as mutually agreed upon by both entities.

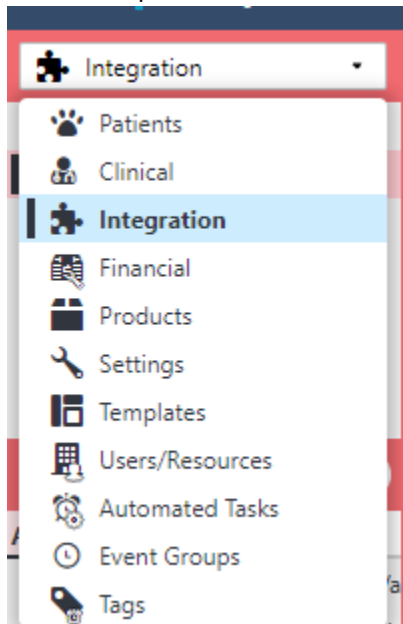
## 3.3 Disable Integration in ezyVet

If you no longer wish to use the integration, it can be disabled by following the below instructions.

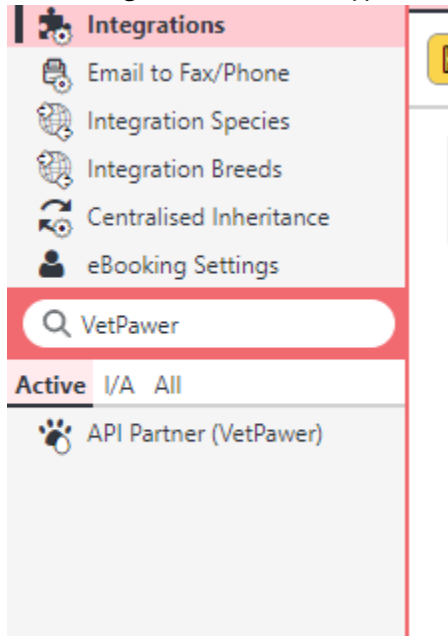
- Log into ezyVet with relevant admin privileges
- Click on the 'Admin' tab



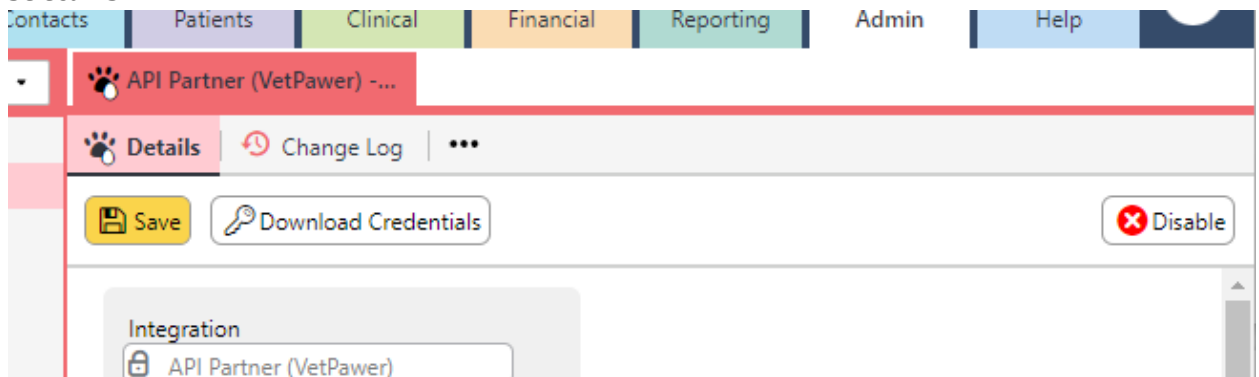
- Use the drop-down box on the left of the screen and select Integration



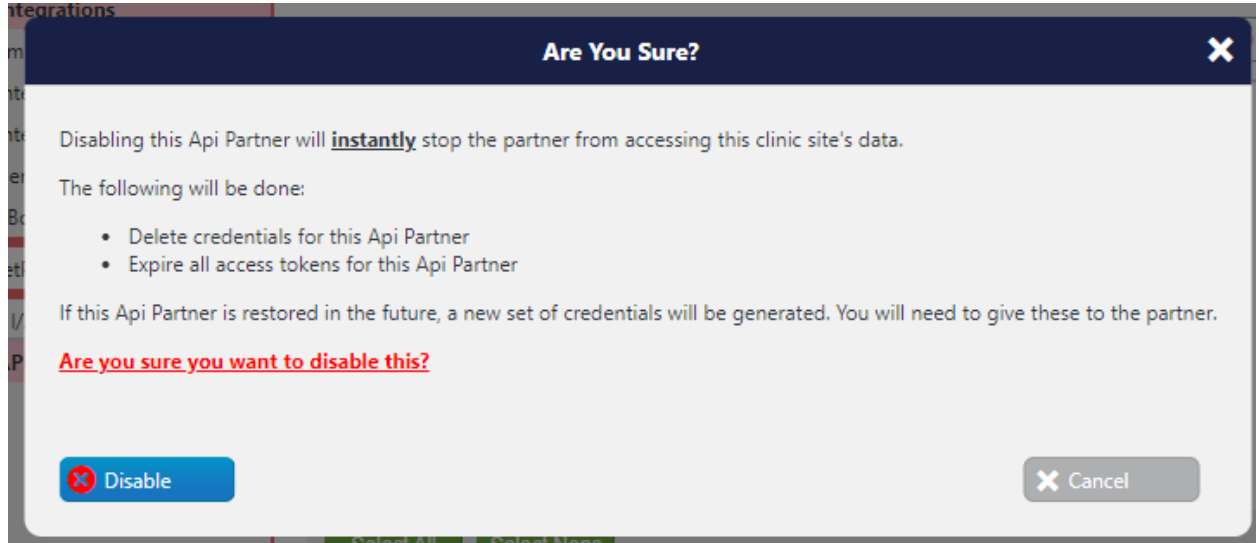
- In the Integration Search Box type “VetPawer “and select “API Partner (VetPawer)”



- Look on the right-hand side of the screen for the DISABLED button
- Select DISABLE



- A Pop-up will appear where you can confirm the disable by selecting DISABLE again



## Troubleshooting

This section should include basic troubleshooting steps for common issues that may arise with the integration.

There are 2 types of issues than can arise from issues in the integration, namely:

### **Reading Information from ezyVet**

In instances where there is a failure in the integration's read component, AVA might inadvertently suggest appointments at times that are no longer available, due to its reliance on potentially outdated information. This discrepancy typically emerges from a lapse in the active monitoring system, designed to flag stale or inaccurate data.

Should this issue manifest, it is crucial to communicate the problem to the support team without delay, utilizing the predetermined communication channels established during the setup phase

### **Writing Information into ezyVet**

In the event that the integration encounters difficulties inputting data into ezyVet, it may result in appointments being scheduled by clients that the clinic remains oblivious to. This scenario could lead to discrepancies in the clinic's schedule.

Upon detection of such a failure, our support team is immediately notified through an automatic alert to explore and rectify the underlying issue. Concurrently, the clinic will be informed via an email notification, containing all necessary details to ensure the appointment slot is correctly allocated to the client.

## 6. Technical Support

If you are unable to rectify the issue, you're experiencing using the troubleshooting steps above you can reach VetPawer technical support using the details below.

VetPawer Support

+1 (877) 399-1354

[support@vetpawer.com](mailto:support@vetpawer.com)