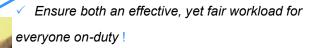
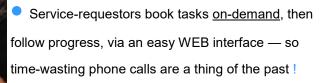
Easy-Call ADS (Automated Dispatch System)

- 'Dispatcher-less dispatching', for almost any hospital support-service!
- The 'auto-dispatcher' acts as you would, to:
- ✓ Match, from staff on-duty, those available, close, and with just the right skills — J-I-T!
- ✓ Assign tasks, by priority & time-due, to maximize on-time performance!
- Balance the on-shift supply & demand for service staff, to cover workload peaks in critical areas!



- faster service!
 - improved service quality!





- Service-staff accept tasks and go on/off duty
 using mobile connectivity, for fullest productivity!
- Unlimited advance-bookings, so no one-time task falls though the cracks ... regular, recurring

tasks can be pre-booked just once, yet with never-ending repeats!...

- Auto-escalation alerts supervisors to the need for 'hands-on handling'!
- Pin-secured, time-stamped interaction, hardens the transaction record,
 whether for internal or external review, months or years later!
- 'Performance at the fingertips' regular reports & dynamic data access!





EASY-CALL [™] ADS features	EASY-CALL [™] ADS benefits !
Pre-set rules drive the automated dispatch engine	the time-sensitive delivery of any particular service-type is governed by site-programmable protocols — ones defined for & by the operation itself!
	✓ no request-in-queue ever gets over-looked !
	task priority, due times, staff availability and their pre-set area coverages, skills, certifications, preferences, and more, drive the auto-dispatcher's job-assignment calls!
	✓ configure multi-personnel jobs — one request dispatches multiple staff with unique skills!
WEB-powered user interfaces	easy posting of service requests from WEB-enabled desktop PCs, that enable monitoring either at a glance or by 'drill-down' to the detail, without noise or disruption to others!
(II)C	✓ maximize operational efficiency when service-staff receive, accept, then close-out work assignments from WEB-enabled mobile devices!
	✓ complement past telecom investments, as future technology comes on stream !
Auto-escalation & notification	
	 auto-alert supervisors or lead-hands, when hands-on handling could prevent backlogs from turning critical!
	✓ auto-notify units, as they book requests, of any potential for delay!
Decentralized staff allocation models complement central control	concentrate a central (general) service pool, yet dedicate staff to critical operation areas!
	√ offset peak workload demands by tapping into pools, as needed to balance service demand with available staff!
	performance tracking measurement of staff continues normally!
Multi-service & site model may be used to deliver service in- house or externally	✓ run multiple services for numerous sites via one streamlining protocol, yet manage each operation with unique business rules and parameters!
	calls can go to or from anywhere via many kinds of devices — e.g. mobile phone, tablet, e-mail or txt (SMS) or conventional pager + touch-tone phone!
Transactions PIN / PSWD secured & time-stamped	✓ 100% authoritative tracking of each and every job-related event : when job-orders were booked! how long in advance of when due! when assigned, picked-up, & closed-out!
Open, industrial- strength database	✓ combine robust, high-volume database performance with mission-critical resilience !
Canadian support centre	ensure Canadian PHI is only ever subject to Canadian legal jurisdiction & due process!
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