

Easy-CallTM 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 !*

- ✓ *Ensure both an effective, yet fair workload for everyone on-duty !*

- Service-requestors book tasks on-demand, then follow progress, via an easy WEB interface — so time-wasting phone calls are a thing of the past !

- 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 !*

- **greater efficiency & productivity !**

- **faster service !**


- **improved service quality !**



Mandexin

EASY-CALL™ ADS features ...

... EASY-CALL™ ADS benefits !

<p>Pre-set rules drive the automated dispatch engine</p>	<ul style="list-style-type: none"> ✓ the time-sensitive delivery of any particular service-type is governed by site-programmable protocols — <i>ones defined for & by the operation itself !</i> ✓ 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 — <i>one request dispatches multiple staff with unique skills !</i>
<p>WEB-powered user interfaces</p> 	<ul style="list-style-type: none"> ✓ 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 ! ✓ 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 !
<p>Auto-escalation & notification</p>	<ul style="list-style-type: none"> ✓ pre-set escalation paths enable the auto-dispatcher to change assignment strategies for any job until it is taken up and work undertaken ! ✓ 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 !
<p>Decentralized staff allocation models complement central control</p>	<ul style="list-style-type: none"> ✓ 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 !
<p>Multi-service & site model may be used to deliver service in-house or externally</p>	<ul style="list-style-type: none"> ✓ 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 — <i>e.g. mobile phone, tablet, e-mail or txt (SMS) or conventional pager + touch-tone phone !</i>
<p>Transactions PIN / PSWD secured & time-stamped</p>	<ul style="list-style-type: none"> ✓ 100% authoritative tracking of each and every job-related event : <i>when job-orders were booked ! how long in advance of when due ! when assigned, picked-up, & closed-out !</i>
<p>Open, industrial-strength database</p>	<ul style="list-style-type: none"> ✓ combine robust, high-volume database performance with mission-critical resilience !
<p>Canadian support centre</p>	<ul style="list-style-type: none"> ✓ ensure Canadian PHI is only ever subject to Canadian legal jurisdiction & due process !