



InDemand Internal Call Center

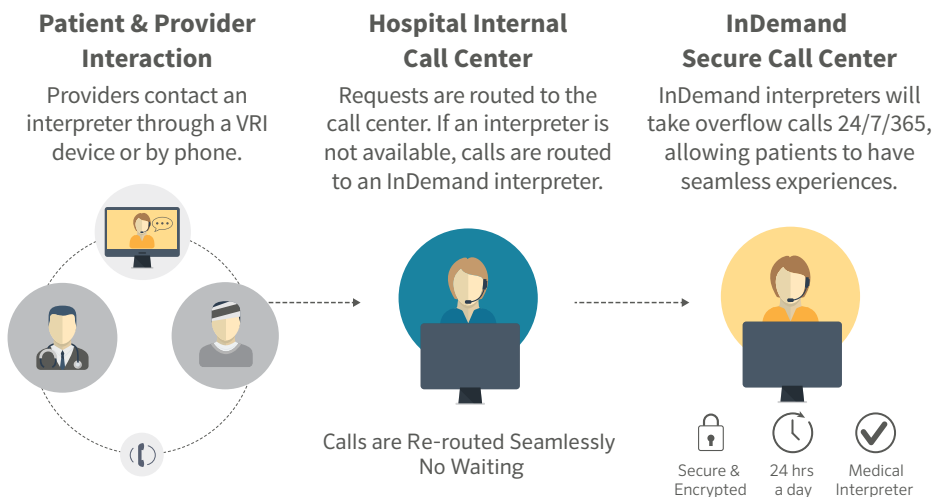
IMPROVES UTILIZATION OF STAFF INTERPRETERS

The InDemand Internal Call Center (ICC) solution gives providers the tools they need to improve the utilization of their interpreting staff. It helps to standardize internal processes which enhances staff interpreter efficiency and satisfaction, as well as the patient experience. Through the ICC, interpreter requests can be routed to your internal on-site interpreter. If your interpreters are not available, calls are automatically without any interruption routed to an InDemand interpreter. Our qualified medical interpreters are available 24 hours a day, seven days a week, 365 days a year. The patient's experience is the same regardless of where the call is routed.

- **Improved Utilization**
- **High Definition**
- **Audio and Video**
- **Consistent Experience**



How Does It Work?



Features & Benefits

- **Increases efficiency of staff interpreting departments**
- **Utilizes InDemand technology platform — consistent provider experience**
- **Call routing tailored to each client's requirements**
- **InDemand provides workstation specifications and staff training**
- **Reporting and analytics on interpreter performance and productivity**
- **Interpreters can sign in and out any time**

INDEMAND-SUPPLIED INTERPRETER WORKSTATION

HARDWARE

- Lenovo ThinkStation M700
- 24" Desktop Monitor (Lenovo, Dell or equivalent; 1920x1080 resolution)
- Sennheiser Headset (and splitter if required)
- Logitech Camera - C920 (or equivalent)
- Gold Canvas Backdrop

SOFTWARE

- Windows 10 Pro
- Trend Micro Virus protection
- Dell KACE client (for asset management)
- LogMeIn client (for remote access)
- Chrome Version 72 or Higher

CUSTOMER-SUPPLIED HARDWARE - TECHNICAL REQUIREMENTS

FOR WINDOWS HARDWARE

- Memory: 4 GB or more
- Operating system: Microsoft Windows 7, 8, or 10
- Chrome Version 72 or Higher
- Display: 15 inches recommended
- Video: ability to support HD Graphics
- 1080p High-definition webcam
- High-quality microphone with AEC (Auto Echo Cancellation)
- Noise Canceling headset recommended

Note: InDemand recommends that customers who decide to use their own hardware to create dedicated interpreter workstations, with a known standard build. While there is no specific technical reason that InDemand's Clarity solution can't be used on a device used for other purposes, video conferencing is, by its nature, a very demanding application, and its performance and quality can suffer if other applications are running on the machine at the same time. InDemand's Clarity solution takes over the full screen and will not be able to display another application at the same time.

NETWORK AND BANDWIDTH REQUIREMENTS

InDemand recommends using a secure, internal wireless network rather than a public or shared wireless network, as the application impacts clinical care, and it carries encrypted data that is subject to HIPAA and Hi-Tech Act privacy and security concerns.

Public networks are unpredictable in their usage patterns and saturation to meet the needs of the clinical staff without interruption. The streaming of high-definition videos on a limited-bandwidth network can impact the clinical care of a deaf patient, which could put the patient at risk for adverse health outcomes and the hospital at risk for lack of compliance.