AVAYA

Avaya Equinox®

Avaya Equinox® Attendant for Healthcare

With Avaya Equinox Attendant you can:

- **Greet incoming callers personally**

- **Route calls based on presence status**

- **Support centralized routing across a hospital environment**

- **Leverage suggested call routing capabilities**

- **Respond rapidly and accurately to critical patient communications**

Creating the right image with your patients, every time

An inbound call can often be the first opportunity for you creates a positive impression. A quick response, an appropriate greeting, and efficient handling all create a sense of how the rest of your hospital or clinic operates and can lead to stronger patient relationships. Poor responsiveness can cause patients undue stress about quality of care.

Streamlining Communications and Driving Patient Experience

Avaya Equinox® Attendant for Healthcare leverages the power of unified communications capabilities to give your hospital personnel the best possible chance of creating the right first impression. It all starts with Equinox Attendant's intuitive interface. Operators have a clear view of all callers, including their call details and any contextual history. From there, Equinox Attendant provides an optimized call handling experience that allows operators to efficiently direct callers to the right resource. This action-oriented workflow helps reduce the caller's time in queue and increase the chance of the call being correctly routed the first time. These advanced features include:

- Presence services information that allows the operator to "look ahead" and see the status of the intended recipient. If the recipient is busy or with a patient, presence allows the operator to inform a nurse or doctor that they will be directed to voice mail or ask if they wish to speak to someone else that is available.

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- A favorites list that provides quick access to the most common destinations for your hospital's incoming calls.

- Suggested call routing. Based on previous call patterns, Avaya Equinox Attendant for Healthcare will automatically suggest the most likely destination for the individual caller, enabling rapid call handling, and reduced hold times.

- Cherry Picking specific calls from a call queue. This allows operators to handle the most important incoming calls immediately, rather than being confined to a "first come, first served" limitation.

- Contextual information. Equinox Attendant operators can add notes to a caller's contact card, indicating the caller's preferences, priorities or personal information that allow the operator to provide a more personal touch to the next interaction with that customer.

Operator Controls that Keep Your Hospital Communications Fast and Efficient

Avaya Equinox Attendant for Healthcare the operator in control, with features that allow them to readily assess and distribute calls to the correct extensions. User data can be imported from up to five data sources including enterprise directories and external databases. Operators can look across queues and see wait-times, and caller details, quickly search the directory for employees and see their status, including their calendar details, and set up individual speed dial lists to meet their specific needs.

The Call History tab provides a complete log of calls showing incoming, missed, recalls, and outgoing calls and includes a search capability that can be used to rectify misplaced or dropped calls.

Avaya Equinox Attendant helps solve these common healthcare challenges:

- Poor patient experience due to call mis-routing

- Inability to provide special handling for emergency situations

- Lengthy queue times from outdated user interfaces which can result in serious situations in healthcare

Transfer, Hold and Retrieve, and Park and Unpark actions are intuitively integrated into the operator's screen with support for both blind and consultative transfer helping make accurate call treatment easier and less error prone in high volume situations.

Advanced call management capabilities such as Camp-on, Recall, Recall Camp-on, Overflow, Night Service, and Busy enable operators to give critical communications, including executive communications, the priority they require. Operators can also establish conference calls with up to six parties on behalf of users.

Avaya Equinox Attendant allows operators the flexibility to join or leave queues depending on their circumstances. It also includes a wrap time option for operators, allowing them to populate the caller card before moving on to their next interaction.

An Enterprise Grade Solution for your Hospital

For maximum efficiency, call coverage is often centralized across a widely distributed enterprise and Avaya Equinox Attendant has the capacity and capabilities to support these requirements. Equinox Attendant has database support for up to 50,000 entries, with up to 50 operators per system, allowing flexible coverage and maximizing operator resources at the busiest times. In-bound calls can be configured into as many as 50 queues or topics, with each operator logging into up to five topics at a time. Operators can easily search across multiple directories simultaneously including LDAP/AD and up to five customer databases. Global E.164 dial-plan support enables operators to staff queues anywhere in the world.

Flexibility that fits Your Hospital

Avaya Equinox Attendant deploys easily on Microsoft Windows 8.1 and Windows 10 PCs and supports industry standard USB and Bluetooth headsets. Operators can choose Computer mode for calling, using a wide range of codecs including G.722, G.726, G.729 and G.711 offering HD audio capabilities that adapt to changing network conditions. Alternatively, the operator can switch to use their Avaya SIP-based desk phone for audio.

Protecting Sensitive Data

Protecting access to sensitive business and personal data is an important issue, particularly in healthcare and in accordance to HIPPA laws where a number of different staff members or part-time employees perform front desk functions. Avaya Equinox Attendant enables you to create user profiles based on different levels of access authorization and to assign individual employee areas of responsibility.

Learn More

To learn more and to obtain additional information about the Avaya Equinox Attendant for Healthcare please contact your Avaya Account Manager or Authorized Partner or visit us at www.avaya.com.

Avaya Equinox® Attendant leverages the power of unified communications capabilities to give front desk personnel the best possible chance of creating the right first impression.

About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.

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