



InDemand Clarity

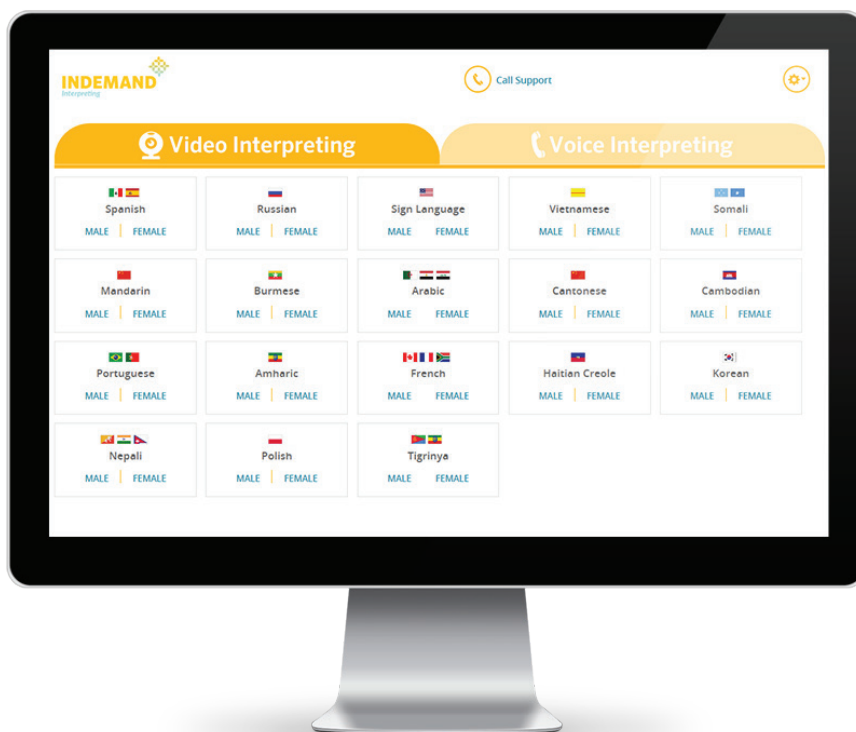
CRYSTAL-CLEAR VIDEO REMOTE INTERPRETING

InDemand Clarity delivers the highest quality high definition video and audio available today. Powered by industry leading Vidyo, InDemand's next generation application for Video Remote Interpreting (VRI) enables better communication between patients and providers to support better outcomes. Through dashboard analytics, healthcare organizations stay connected to vital usage data supporting more effective operations.

High Definition

Easy-to-Use

Intelligent Analytics



Easy-to-use, one-click User Interface



Crystal Clear Video and Sound



Dashboard Analytics with Vital Usage Data



FEATURES/BENEFITS

Sharper Image	• Crisper, higher-definition video
Crystal-Clear Voice	• High definition voice connection
Reliable	• Improved stability and capability of handling low bandwidth situations
Enhanced Call Routing	• Select a male/female interpreter at the touch of a button
Maintenance-Free Operation	• Intelligent error handling
Video Performance Control	• Automated for best video performance
Improved Integration Support	• 3rd party videoconferencing systems; based on Vidyo platform
Intuitive Analytics Dashboard	• Stay connected with your language services data • Easy-to-understand graphs and data to help manage your VRI usage

CAPABILITIES

Intuitive One-Click User Interface
Select Video Remote Interpreting (VRI) or Voice Interpreting
Video Performance Control
Adjustable Personal View
Language Availability Dynamically Displayed
Search by Language or Country
Select Male/Female Interpreters for VRI Languages
Invite 3rd Party Voice Participants
Call History

DASHBOARD/VRI ANALYTICS

- View Cart by Organization or Facility: Online, Offline, Total Number of Carts
- VRI Plan Details
- Average and Actual Call Ratings
- Monthly Usage Data for Organization and Facility: Minutes Uses/Minutes Remaining
- Annual Usage Data for Organization and Facility
 - VRI (ASL)
 - VRI (Non ASL)
 - Voice
 - OPI (Over Phone Interpreting)
 - Physical Interpreter
 - Internal Calls
 - Cart-to-Cart

VIDEO CONFERENCE

- Optional Volume/Mic Control
- Chat
- Views: Picture-in-Picture, Dock, Blank
- Privacy Curtain
- Initiate and end call
- Test Calls
- Rate Calls

CALL ROUTING & HANDLING

- Route by location (Seattle / Chicago)
- Route by gender
- Route by skill level
- Route to the last interpreter (5 min)
- Route by language
- Route to Voice
- Call overflow
- Call transfer
- Call Support
- Call logs / Performance Metrics
- Remote volume and speaker control
- Patient Information Capture
- Internal Call Center Capability

SETTINGS

- Video Preferences:** best quality, best frame rate, best resolution, limited bandwidth
- Audio:** microphone and speaker device selection/level adjustment/mute; echo cancellation, auto microphone level
- Camera:** Select and test device
- Server Configuration:** IP and Port
- Options:** save password, autologin, play at tone when participants join/leave, show participant name, adjust ringtone volume

