



InDemand Clarity - Dashboard

REAL-TIME ANALYTICS: LANGUAGE SERVICES DATA AT YOUR FINGERTIPS!

Through dashboard analytics, healthcare organizations can stay connected to vital language access data, supporting more effective operations. InDemand’s intuitive dashboard allows organizations to easily track video remote interpreting (VRI) and voice usage. All interpreting encounters are automatically logged through the InDemand *Clarity* application and available to our customers online in real time.

The InDemand *Clarity*-Dashboard is an effective tool which provides visibility into language services data at a glance, enabling organizations to keep their “finger on the pulse” of their operations. Usage data includes: language, cart, average call time, VoIP languages and usage by day. Key call quality metrics are also available, as well as additional advanced analytics.



InDemand *Clarity*
Dashboard



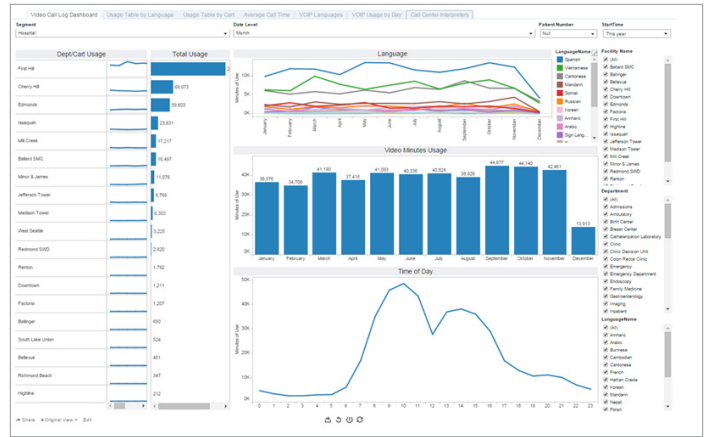
InDemand *Clarity*
Advanced Analytics

Real-Time Analytics

Intuitive Dashboard

Improved Operations





INDEMAND CLARITY DASHBOARD

- View cart by organization or facility: online, offline, total number of carts
- Cart usage information by organization, facility or department (online, offline, total number of carts)
- VRI usage at the organization, facility, department or cart level
- VRI usage segmented by language (ASL, spoken languages), staff interpreter calls performed using InDemand’s Internal Call Center solution, Voice, and cart-to-cart calls
- Average and detailed call ratings
- Drill down into data tables:
 - Usage by language
 - Usage by cart
 - Average call time
 - VoIP languages and usage by day
 - Call Center interpreters

INDEMAND CLARITY ADVANCED ANALYTICS

- InDemand Clarity Advanced Analytics has business intelligence capability built in providing a Video Call Log Dashboard which includes but is not limited to:
- Usage by cart and department
 - VRI usage by month
 - VRI and VoIP minutes of use by language, by day
 - Minutes used by time of day (to show peak interpreting times)

DASHBOARD REQUIREMENTS

- Internet Access
- Log-In Credentials
- Account Permissions (varying levels of access can be set across an organization)