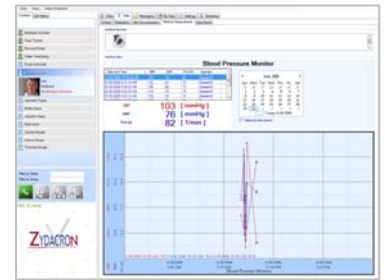


BETAVISTA

video care system

Operator Software



Combines video, vital signs, and work flow information to provide quality TELEHEALTH

THIS IS NOT AN ORDINARY CALL CENTER SOLUTION

- The BETAVISTA Operator Software is designed for video call processing and interactive Telehealth. It enables few Operators to service large numbers of contacts with a higher quality of service! Face-to-Face contact gives your clients the extra benefit of feeling safe and secure in their home, knowing they can get support whenever they need to.

CAPTURES CRITICAL DATA FOR INFORMED DECISIONS

- The BETAVISTA Operator Software enables care professionals to monitor a client's health condition. It provides access to the client's database only for authorized persons, where the latest measurements of vital data are displayed. The client's health state can be double checked via a video call, helping the Operator to get a holistic picture of his client.

VISUAL CALL QUEUE FUNCTIONALITY

- Given the client's confirmation, the virtual call queue can provide real-time updated live video snap-shots from each client waiting in the queue. In an emergency, the Operator can take immediate action.

SIMPLE AND INTUITIVE USER INTERFACE

- Easy to handle: Only minimal training for the call center Operator is required. Even the most powerful functions of the Operator software are just a click or two away. Automated Operator actions and the use of large and clearly marked buttons simplify the user experience.

A FLEXIBLE AND SCALABLE ARCHITECTURE

- The Operator Software provides a data export functionality, enabling data to be integrated into existing medical databases. It can be customized to fit specific applications. As a standalone system, the BETAVISTA video care system provides flexibility and scalability for the requirements of the future.

KEY FEATURES AT A GLANCE

- IP BASED VIDEO CALL CENTER WORKSTATION SOLUTION
- SECURE OPERATOR LOG-ON
- MULTIPOINT-CONFERRING WITH UP TO 4 PARTICIPANTS
- VISUAL WAIT QUEUE
- EASY TO USE VIDEO CALL CONTROLS
- NEAR AND FAR END PTZ CAMERA CONTROLS
- RECORD AND PLAYBACK OF VIDEO CALL SESSIONS
- ANALYSE AND REVIEW CAPTURED DATA AND HISTORY

BETAVISTA

video+care+system

Operator Software

TECHNICAL SPECIFICATIONS

SOFTWARE FEATURES

- Secure operator login
- Automatically updated client records
- Call history
- Trends graphing
- Data Export

CALL CONTROLS

- Connect; Hangup
- Hold; Transfer
- Multipoint-Conference



CONTROL OF NEAR AND FAR END CAMERAS

- Operator may control both local and remote side.
- Pan/Tilt/Zomm
- Presetting of camera positions

CLIENT DATABASE

- Client Contact Details
- Medication History
- Visit Documentation
- Medical Device Recordings
- Stores all client records automatically

SNAPSHOT CAPTURE

- Still image capture of Client video window
- Still image capture of Operator video
- JPEG (*.jpg) format supported

CALL ROUTING

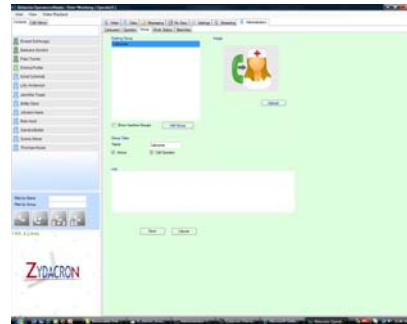
- Incoming calls are automatically routed to available or designated operators.

VISUAL WAIT QUEUE

- If all operators are busy, incoming customer calls are placed in a wait queue.
- Status and control of wait queue enabled through operator software
- Live images from customer site captured at frequent intervals and displayed in the queue

OPERATOR ADMINISTRATION TOOL

- Administering of Clients, Clients boxes, Operators, Operator boxes, Medical Devices, Specific Client Settings, Call Groups



MEDICAL DEVICE DATA COLLECTION

- Receive data from medical devices attached to the remote client box
- Automatically updated client records with latest measurement results
- Data can be displayed as values or graphically
- Data can be viewed by time period or by day.

