

Video Call Center™ for Crisis Response



KEY BENEFITS

- **Video Screening & Triage for Mobile Crisis Response Teams**
Enable healthcare specialists and clinicians to connect with remote patients and field personnel
- **Broaden Access to Care & Support Higher Patient Volumes**
Assists in handling large volumes of cases across widespread geographical areas
- **No App Downloads Enable Immediate Patient Connection**
Seamless one-click video chat from mobile devices or desktop without any downloads required
- **Geo-Tagging Caller Location**
Operators are able to detect the exact location of a caller using integrated geolocation mapping

Coordinated Care:

Compunetix Video Call Center enables telehealth services for mobile crisis response

When a life is at risk, coordinated care can make the difference.

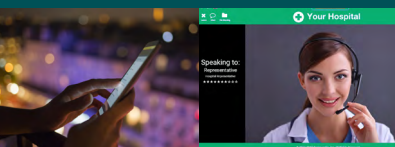
The growing demand for responsive and effective mental health and substance abuse services has providers seeking new ways to reach those most in need.

At Compunetix, we are dedicated to delivering enabling collaboration technologies that can help mobile crisis response teams expedite face-to-face assessment, intervention, and treatment.

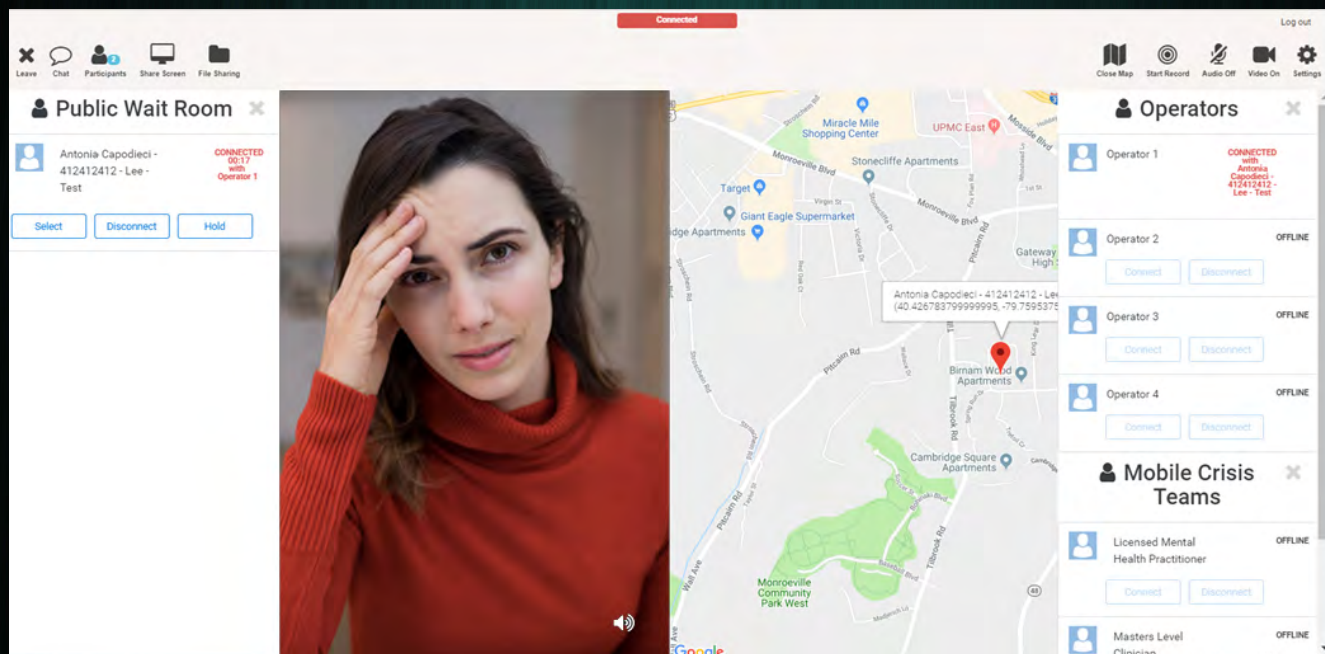
Our Video Call Center application effortlessly expands access through remote video-conferencing.

- Integrated video chat into the website as a crisis hub
- Simple, one-click connection
- Easy routing and escalation to remote specialists
- Versatile connection options, including via PC, mobile, and self-service kiosks
- Fully brandable interface

Video Call Center helps to ensure that those who truly need access to care can find it.



THE *Right* CALL SAVES LIVES
WE'LL GET YOU **Connected.**



Video Call Center Delivers:

Caller Triage & Transfer

- Easy, one-click connection (no download required)
- Quickly triage and transfer to available specialists

Seamless Integration with Crisis Portals & Websites

- Fully brandable and customizable

Geo-localizations of Callers

- Provide location details to first responders, emergency services, & disaster response

Versatile Network Connectivity

- High-quality video connectivity in bandwidth environments as low as 128 Kbps

Confidentiality & Data Security

- Secure and encrypted media and data connectivity
- Secure password authentication

HD Video Quality

- Support high definition (HD) video connections

Connection Reliability

- Highly reliable Cloud and on-premises deployments
- Redundant media network connections

Widespread Access

- Accessible from browsers or mobile devices, without any download required
- No proprietary equipment needed for callers or clinicians

compunetix
the technology of cooperation

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