



Operator Console 2.0

Unified Command Hub for Accurate, Efficient Agents

Leave fragmented tools and communication silos behind! PerfectServe's cloud-based Operator Console simplifies call management and messaging with a secure, intelligent platform designed to empower agents, enhance collaboration, and streamline critical interactions.

Healthcare's Most Flexible, Agent-Friendly Operator Console

One-click quick access keys launch customizable code-specific forms.

1

Unified search bar centralizes access to patients, providers, staff, departments, EMS teams, pharmacies, and more.

2

Real-time scheduling and EHR integrations locate and connect to on-call staff.

3

Dynamic Intelligent Routing ensures accuracy and urgent auto-escalation.

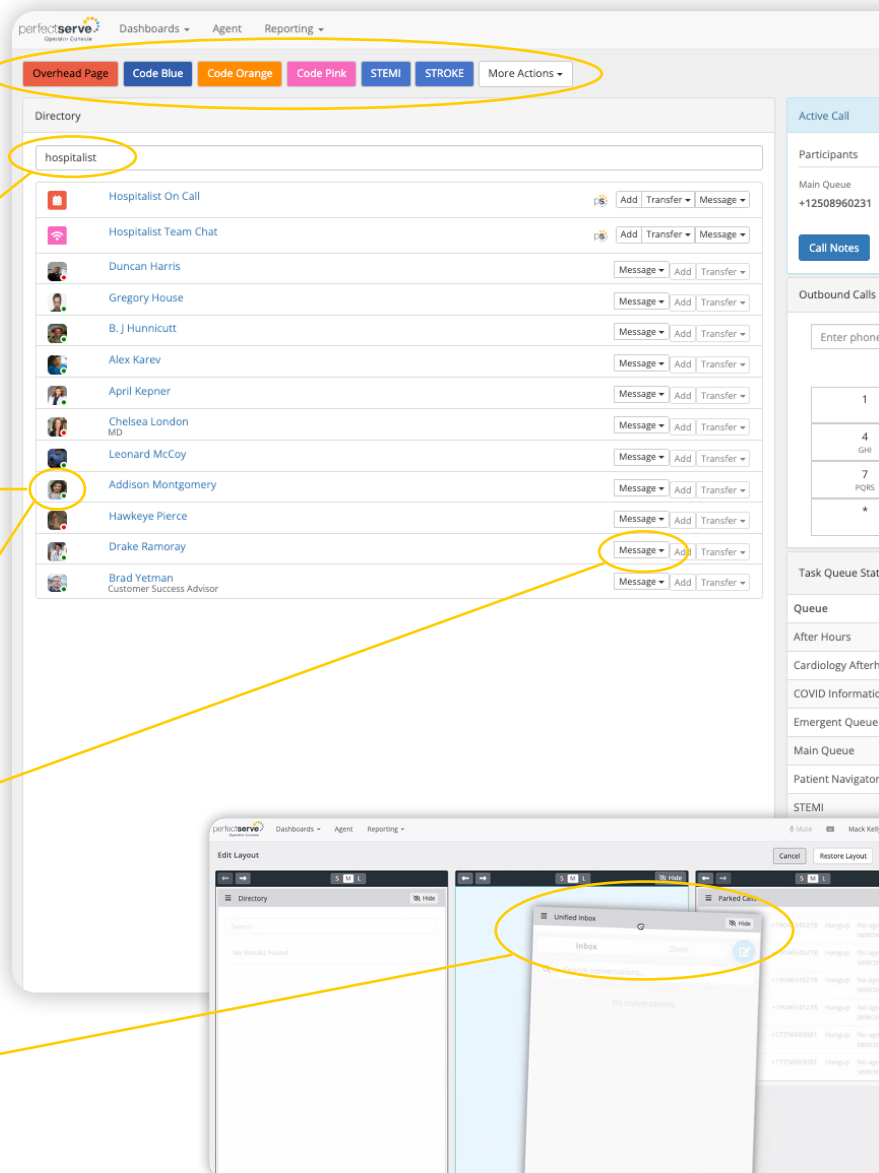
4

Click-to-connect via secure message, call, page, SMS, or transfer.

5

Drag-and-drop interface design helps agents optimize workflow.

6



Efficiently Manage Calls and Communicate from One View

7 Real-time call status and quick action options.

8 Live visibility into parked call status.

9 Integrated dialer for non-directory calls.

10 Cloud solution enables access to any assigned queue from any location.

11 Integrated secure message inbox prevents app toggling and data transfer errors.

12 Two-way communication provides read receipts and escalation tracking for peace of mind.

The interface includes sections for: Active Call (Participants, Main Queue, +12508960231, Call Notes, Self Park, Hangup), Outbound Calls (Dialer), Task Queue Stats (Join/Leave, Locations), Parked Calls (My Calls, All Calls, 2 Locations), Call History (My Calls, All Calls, View More, Locations), and a Unified Inbox (Search conversations, Allison Cameron Park and Page, Allison Cameron STROKE).

About PerfectServe

PerfectServe accelerates speed to care by optimizing provider schedules, streamlining clinical communication, and engaging patients and their families in the care experience. Our cloud-based software simplifies complex clinical workflows and schedules with secure and timely communication by dynamically routing messages to the right person at the right time. We drive more efficient care collaboration in all settings to improve patient outcomes and bring joy back to caregivers. PerfectServe has 25 years of experience and is a trusted partner to more than 500 hospitals and 30,000 medical practices.



To learn more or schedule a demo, please contact us:

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