

## Product Summary

- One touch on the desk phone in each room summons the appropriate technician, via their mobile device.
- Desktop users can monitor and manage all service requests.

## Product Description

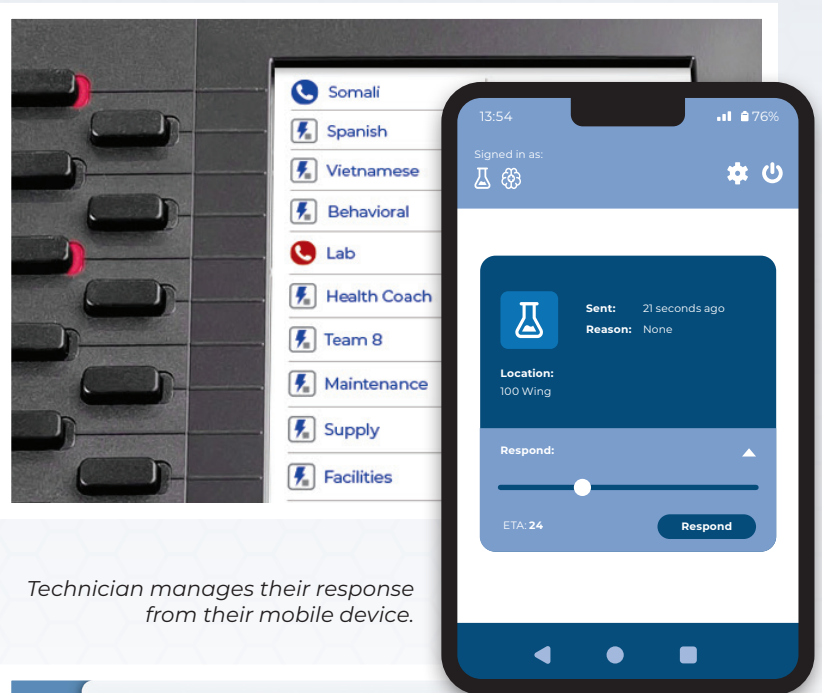
- Desk phones in each room are configured to display the options of technician services.
- Medical staff request technician services from the desk phone by pressing each service needed.
- Technicians are alerted of new service requests via push notifications, manage their response, and give an ETA from their mobile device.
- Desk phone lights indicate request status.
- Desktop users can also request technician services by entering a new service request or by selecting a quick service request action.
- Desktop users can view the status of all service requests.
- Data available in SQL for Business Intelligence analysis and reporting.

## Product Requirements

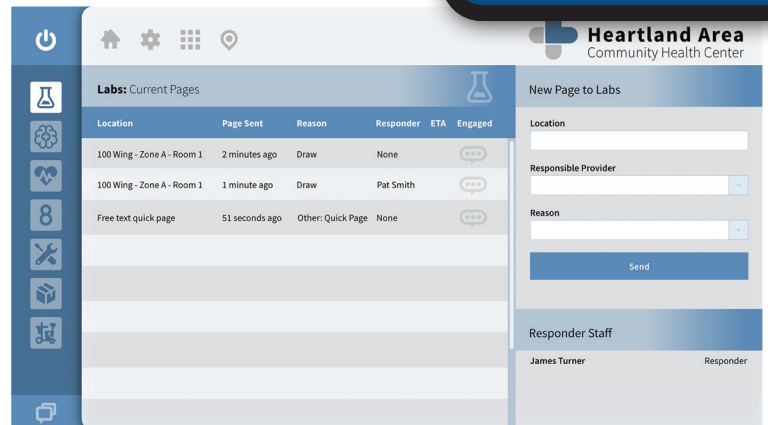
- Works with MiVoice Business, MiVoice Connect 14.2 and above.
- Supports Mitel desk phones & button boxes.
- Azure deployment of web apps.
- Chrome client app for desktops, laptops and mobile devices.
- SQL Server database.
- Contact Center not required.

## Service Request Example

Medical staff requests two different technician services from the desk phone.



Technician manages their response from their mobile device.



Desktop user dashboard displaying the status of Lab requests.

Revised: May 21, 2024