



SPOK[®] WEB DIRECTORY

Web-Based Directory Access of
Critical Information



WEB DIRECTORY

Your organisation relies on an accurate and accessible directory for critical information about its internal and external contacts. Without ready directory access, communications and customer service can suffer. Imagine a self-service tool that delivers the most up-to-date directory and on-call information right to any desktop or web-enabled mobile device. With immediate access to this important information—and the ability for users to update it themselves—employee communications are more efficient and productivity increases.

Designed to deliver vital information to your entire facility, the Spok® Web Directory empowers your employees by allowing them to access critical directory information and on-call rosters over your intranet without operator assistance. Employees are able to send pages, email, and access directory information quickly and easily right from their desktop or wireless device. In addition, authorised users can also update their own contact details and on-call rosters. Ultimately, productivity increases as internal and mobile employees save valuable time on each communication, and your operators are able to devote more attention to processing customer calls.

WEB DIRECTORY HIGHLIGHTS

Patient Lookup: Give authorised users up-to-date access to basic patient data at locations like information desks and greeting stations without needing to install or license proprietary software. The simple, web-based interface is easy to learn and manage.

On Call: Allow staff to view on-call rosters from virtually any web-enabled device. Users can view schedule information for various departments, as well as easily contact the staff member on call via pager, SMS, voice, or email.

On Call Administration: Remove inefficient tracking and entry of on-call rosters. Key departmental staff can create and maintain their own on-call rosters from a web browser while freeing the call centre staff to focus on other duties.

Click to Dial: Click on phone numbers displayed on your computer screen and have your IP phone automatically do the dialing for you.

Single Sign On: Integrate with Active Directory or other LDAP systems to enable automatic logins. This saves users from having to remember yet another username and password.



Web Directory screen



On Call screen



KEY BENEFITS FOR YOUR ORGANISATION

Improved Internal Communications: Employees can access contact information, send an email, access on-call rosters or send a page more quickly and without operator assistance.

Improved Directory Accuracy: Departments can control their own directory updates, enabling the most accurate information to be available at all times.

Increased Efficiency: Employees spend less time waiting on hold or searching for contact information in outdated printed directories, and departments manage and update on-call rosters. This translates into less burden on the operator group.

Enhanced Customer Service: By alleviating employee requests for calls, pages, and on-call rostering changes, your operators have more time to tend to customers' needs.

WEB DIRECTORY FEATURES

- Makes the same directory used by operators available to all employees via your intranet
- Allows employees to look up numbers, send pages, change personal status, send email, view on-call rosters, and reassign pagers using the web
- Allows users to schedule personal status and pager reassignment
- Allows employees to send pages directly from their desktop or wireless device
- Allows users to view and answer messages taken by operators using Spok® Healthcare Console
- Enables individual departments to make their own changes to the directory, including full auditing
- Allows departments to change on-call rosters with the proper authorisation
- Allows on-call rosters to be viewed from any computer or wireless device
- Increases reader comprehension with enhanced, HTML-based special instructions, including the ability to incorporate different fonts, colors, and graphics to match your organisation's standards
- Allows on-call rosters to be viewed on an hourly, daily, weekly, or monthly basis
- Provides security with password protection that allows access only to information users are authorised to see; security features allow some users to view only, while others can also edit directory information, send pages, or update on-call rosters
- Logs all requests made through the Spok Web Directory in the Spok® Healthcare Console system and individual history logs
- Allows authorised users to view their own transaction logs
- Provides easy access to company-wide information and procedures with a direct link from the Spok Web Directory directory page
- Alerts Spok Healthcare Console operators of all failed pages



ABOUT SPOK, INC.

Spok, Inc., a wholly owned subsidiary of Spok Holdings, Inc. (NASDAQ: SPOK), headquartered in Springfield, Va., is proud to be a leader in critical communications for healthcare, government, public safety, and other industries. We deliver smart, reliable solutions to help protect the health, well-being, and safety of people around the globe. More than 125,000 organisations worldwide rely on Spok for workflow improvement, secure texting, paging services, contact centre optimisation, and public safety response. When communications matter, Spok delivers.

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