



Agenta Snap™ for Healthcare
An Intuitive, Insightful Patient Experience
Cisco SolutionsPlus

**INTUITIVE – INSIGHTFUL –
 INSPIRED**

SpinSci’s extensive expertise in healthcare has enabled us to develop solutions that enhance the patient experience when interacting with clinics or providers. Agenta Snap™ for Healthcare, combined with our extensive professional services offerings, empowers users with insightful and collaborative patient interactions – inspired by you – our customer.

**CISCO SOLUTIONSPLUS
 PROGRAM**

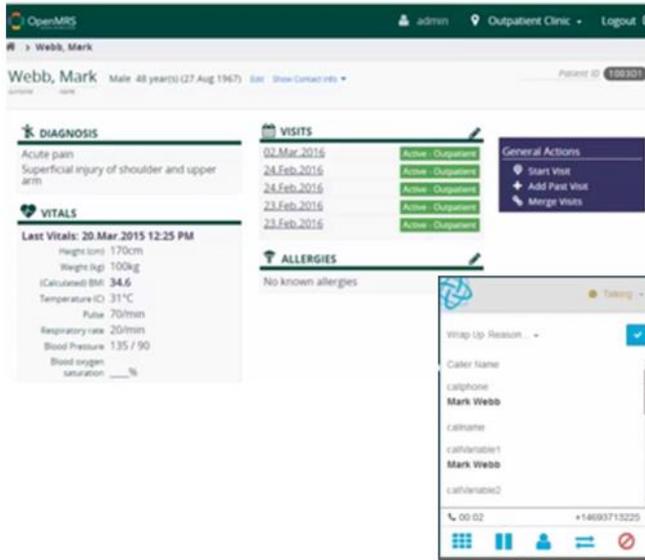
Cisco SolutionsPlus is a reselling program that places a select set of Cisco Compatible products on the Cisco price list, enabling customers to order these products directly from Cisco sales teams and channel partners.

MOBILE

Accessible 24x7 on any mobile device

**REAL-TIME
 COLLABORATION**

Changes communicated in real time, allowing for faster, more accurate responses



Proactive patient interactions

- ❖ Enable an Enhanced, Cohesive Patient Experience
- ❖ Increase Productivity and Customer Satisfaction through Patient Identification and Intent
- ❖ Provide Rich, Personalized Patient Information with EHR Integration

SpinSci products in the Cisco SolutionsPlus Program complement and augment Cisco’s advanced technology products to create complete solutions. Under the SolutionsPlus Program, Cisco now offers Agenta Snap™ for Healthcare.

Agenta Snap for Healthcare is an enterprise extension to the Cisco Contact Center and Cisco Unified Communications offerings, providing users with powerful and seamless integration into a healthcare organization’s EHR and other enterprise systems. The patient experience is dramatically improved by placing valuable patient data at the fingertips of healthcare staff, both within the Agenta Snap customizable interface and via Agenta Snap’s intelligent screen pop of an organization’s EHR system.

Agenta Snap intuitively assists users in identifying key patient information without extra work or interruption to their existing workflow. This empowers healthcare staff

to quickly resolve patient issues, rather than spend valuable call time searching for patient data. Information such as the incoming call number or patient data acquired through IVR prompts and mobile/web apps can be used to identify the caller, launch relevant EHR details, or even determine a potential reason for a call such as appointment scheduling.

Agenta Snap offers unique features such as click-to-call capabilities tied to an EHR system running in a secure Citrix environment. Caregivers needing to contact a Registered Nurse can do so with a simple mouse click, thus improving overall care management. Patients’ interactions with a nurse or physician can be gracefully promoted from voice to video. Agenta Snap, combined with the Agenta EHR connectors, brings secure interactions to the next level of patient care for providers.

FEATURES

- EHR Integration (Epic, Cerner, Allscripts, McKesson and more)
- Customizable Call Information
- Core Call Control
- Two-way Information Flow
- Enterprise Cisco Compatibility
- Citrix Compatibility

PROFESSIONAL SERVICES

Proven and trusted Cisco partner providing contact center and collaboration expertise services for Healthcare organizations in the areas of:

- Business Consulting
- System Implementation & Integration
- Application Development
- Scripting
- EHR/EMR & CRM Integration
- Reporting
- Installation & Upgrade
- Day-2 Support
- Proactive Monitoring
- Managed Services



Intelligent integration across multiple EHR/EMR, CRM, and desktop applications

Key Benefits

- ✓ Enable an enhanced and integrated patient experience
- ✓ Increase productivity and customer satisfaction through patient identification and intent
- ✓ Provide rich, personalized patient information
- ✓ Zero desktop footprint within existing business workflow
- ✓ Enterprise scalability with Cisco Contact Center architecture
- ✓ Seamless device experience with mobile capabilities

Platform Support and Compatibility

Agenta Snap for Healthcare integrates with most major EHR platforms and is Citrix compatible. Seamlessly integrated with the Cisco Finesse architecture, Agenta Snap requires a valid, working installation of Cisco UCCE, PCCE or UCCX. Agenta Snap is compatible with Finesse version 10.5 and higher. Agenta Snap is supported on Windows 7, Windows 8/8.1, Windows 10 and Mac OS (coming soon).

Ordering Information

To place an order for the Agenta Snap software through the Cisco SolutionsPlus Program, visit <http://spinsci.com/cisco-solutionsplus-program> or contact SpinSci Technologies at (972) 891-8656.

For More Information

For more information about Agenta Snap, please visit <http://snap.spinsci.com>. For more information about Cisco Contact Center and Cisco Unified Communications, please visit <http://www.cisco.com>.

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