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## Control Your Medical Facility's Telecom Costs

As a Hospital or Medical Facility you know the importance of controlling your telecom costs to keep to your budget. You know that telecom costs can easily get out of control and Further complexity arises when your medical facility has multiple buildings or sites. Additionally, controlling telephone abuse can be a major challenge. Some other concerns include:

- Allocating call, equipment and trunk costs to their sources
- Controlling telephone misuse, abuse and fraud
- Responding to staff or patients in distress
- Determining your optimum number of trunks and if all your trunks are functioning
- Determining if you have enough call takers for your site
- Ensuring the call takers, trunk routes and queues are performing
- Making telephone programming changes in your Nortel / Avaya PBX
- And many more



Genesis lets you do all this and more from anywhere on your network. Genesis software comes standard with both client and web-based interfaces, and you can even allow limited access for users that only need to use certain features. Genesis enables you to manage multiple sites from a single location. Genesis automatic reporting can send all the critical information you need daily or monthly to recipients you add to distribution lists.

### **Call Accounting**

Genesis Call Accounting accurately tracks and allocates all telephone-related costs (calls, equipment, trunks, etc.) to their sources and notifies you when a fraudulent or suspect call is made. You can generate over 100 different customizable reports and even have them sent out automatically on scheduled intervals.

### **Nortel 911 Alerts**

GenAlert alerts you immediately when someone at your medical facility dials 911. You need a solution that notifies you where a 911 call is coming from, especially if you have a large facilities. Standard call accounting only notifies you after the call was terminated, which could delay finding the distressed person significantly. *GenAlert* is available for Nortel / Avaya Meridian & CS1000 phone systems.

### **Traffic Reporting (For Avaya, Cisco, Nortel, Siemens, Rolm & more)**

For larger medical facilities, Genesis Traffic Manager monitors PBX traffic to accurately estimate your current and future telephone traffic requirements. You can quickly determine if all your trunks are functioning correctly, and report on console, trunk, network, processor and more...

### **Contact Center Reporting (For Avaya & Nortel)**

For larger medical facilities, Genesis Contact Centre Manager (CCM) allows you to easily manage your operators activity and performance. You can evaluate individual call takers, queues, trunk routes, and report on individual and group performance. Genesis CCM offers comprehensive ACD reports at an affordable price.

### **Nortel Switch Management**

GenSwitch allows you to easily perform moves, adds and changes (MACs) in your Nortel / Avaya Meridian or CS1000 PBX, reducing or eliminating outsourcing for MAC services. You can easily manage your phones by clicking on actual buttons on pictures of the phones they are administering, and can schedule changes to happen when they won't disrupt staff.

Visit Genesis Systems at: [www.buygenesis.com](http://www.buygenesis.com), or call us at: 1-888-993-2288