



Compunetix Assistance Program for Healthcare Organizations

To assist in the fight against the spread of COVID-19, Compunetix invites healthcare professionals to utilize, at no charge or obligation, our [Video Call Center for Healthcare](#) – the secure telemedicine solution for remote visitations and consultations. Video Call Center features support for high definition video connections, secure and encrypted media and data connectivity, video call transfer and routing, and mobile access via smart devices such as phones and tablets.

What started as a hopefully short-lived inconvenience has become a catalyst for re-imagining processes and services. Now businesses and healthcare organizations are looking beyond the short-term to embrace the new paradigm and understand how they can better support clients and patients in this rapidly evolving environment. The American Medical Association (AMA) published tips on optimizing medical practices during the COVID-19 outbreak, such as recommendations that adult elective surgeries and non-essential medical services be delayed. Virtual healthcare is providing much needed services to patients in their homes while also slowing the spread of COVID-19 in medical facilities.



Healthcare organizations require an immense network of resources, which can create a complex clinical workflow. Coordinating communication between various hospitals, care facilities, medical professionals, and auxiliary support services can present some of the most daunting technical challenges of any industry. Video Call Center for Healthcare will enable you to offer flexible and accessible care while also streamlining your clinical workflow. As technology evolves, experts predict that more serious conditions, such as diabetes, will be under the influence of virtual healthcare.

Compunetix stands ready to assist in the fight against COVID-19. Healthcare workflow is as personal as the critical service you provide, so please [click here](#) to contact Compunetix and arrange a consultation and demonstration of our Video Call Center for Healthcare.

Adaptive Background Noise Suppression Improves Call Clarity

Conference calls are an easy and efficient way to communicate with colleagues, teams, clients, educators, and more. With millions of employees working from home, conference calls are at peak utilization, but with any technology, audio and video conferencing have their downside. Technical failures, background noise, and lack of familiarity with the technology are disruptors that can impact the effectiveness of a virtual meeting. Compunetix is pleased to announce the development of ADAPTIVE Background Noise Suppression (BNS). The new background noise suppression enhancements will automatically detect and filter out ambient noises that frequently disrupt conferences. The [Summit Olympus](#) system software has also been modified to allow an operator to control BNS for participants. This feature is intended to address disruptive audio issues in a conference, giving users an unparalleled experience.

Adaptive Background Noise Suppression Benefits:

- Increases audio quality
- Increases comprehension
- Removes distractions & disruptions
- Keeps audience focused
- Lowers auditory fatigue
- Allows & enables use from a wider variety of locations

[Click here](#) to contact us to learn more or request a demo!

Experience Our Video Call Center Kiosks at NRF 2021



Compunetix and [KIOSK Information Systems](#) have partnered to offer personalized service via innovative, self-service kiosks. We're pleased to be showcasing our solutions at the National Retail Federation's (NRF) 2021 [virtual expo](#), starting January 12.

The retail market is transforming at a rate faster than we've ever experienced. Current global events have been a catalyst for developing new virtual technologies and evolving consumer expectations. Convenience and safety matter now more than ever.

Together, we've introduced a comprehensive retail solution that combines self-service kiosks with secure, video-enabled assistance. [Video Call Center \(VCC\)](#) features support for high- definition video connections, secure and encrypted media and data connectivity, video call transfer and routing, and access via kiosks and smart devices. Curate a highly interactive retail experience with superior live video chat

To learn more about retail's biggest show, [click here](#).

For more information on how you can create an intuitive virtual retail space with endless aisles for your customers, please [contact us](#).

We're Here to Support You

We have recently streamlined the process for reaching CSD Support by phone. Here are the new numbers.

To reach CSD Support by phone, please call 800-674-3351. International callers can dial +1-412-858-7174. At the menu, please select option 2 for Summit/Summit Olympus support.

During business hours (08:00 – 17:00 US Eastern Time), this number will ring to all available Engineers. After hours, you will be asked to record your name, and the system will first call the on-call Engineer. If that Engineer is not available, it will attempt to reach all other Engineers in the group, followed by the Director of Customer Service, followed by the Division Manager.

Contacting Customer Support:

Helpdesk (24x7):

800-674-3351 | +1 412 858 7174

csdsupport@compunetix.com



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[CONTACT US](#)

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