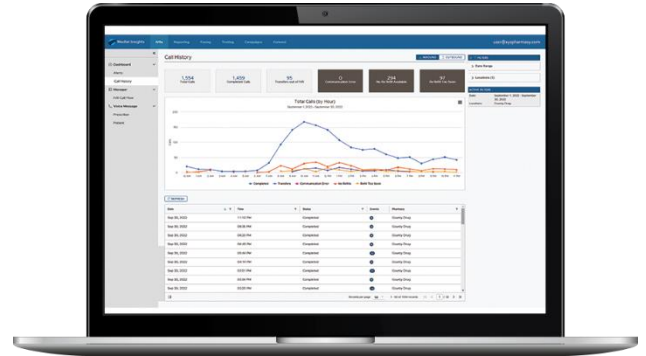![Medtel Communications logo]

Medtel Insights for IVRx

Medtel's IVRx and related features are controlled through Medtel Insights, a powerful web-based portal to manage your IVRx system and customer communication tools. Medtel Insights can be accessed from any workstation with an internet connection and web browser. It features an easy-to-read dashboard with a real-time view of your phone system and IVR activity.

Manage Your Customer Communications with Medtel Insights

Use Medtel Insights to manage prescriber and patient voicemails, text messages, faxing, outbound text, and voice campaigns, plus video conferencing for telehealth consultations or staff meetings.

Medtel Insights Dashboard

Medtel Insights Capabilities

IVRx

Manage Prescriber and Patient voicemail boxes, IVR schedules, and record your own greetings or promotional announcements.

Reporting

Identify patterns and trends with comprehensive call analytics and real-time reporting capabilities. URAC Reporting is also available*.

Faxing

Send and receive electronic faxes as PDF files from pre-assigned fax numbers.

Texting

Send and receive 1:1 text messages to patients from your main business phone number.

Campaigns

Schedule and send one-way outbound promotional campaigns or announcements to customers via text messages or recorded voice messages.

Connect

Easily connect with customers and staff using video conferencing. Meetings can be created instantly or scheduled in advance with the option to record and save videos.

*URAC Reporting requires additional licensing fee and a subscription to M-Cloud Phone Service.