![tigerconnect® orchestrating care communications]

Operator Console

The Smart Switchboard

Modernize on-premise switchboards with a cloud-native operator solution that reduces manual work, simplifies call handling, and accelerates response to everyday requests and emergency situations.

Add AI and Upgrade the Contact Center Experience

TigerConnect Operator Console is a cloud-native, AI-powered solution built for Cisco Webex Contact Center that introduces an intuitive, single-screen operator interface, one-click call handling, and centralized, integrated access to EHR data, provider schedules, and communication systems.

Transform How Operators Work

AI-Powered Efficiency

Save operators time and increase productivity with AI-powered call transcription, unified cross-system search, and context-aware, next-best-action recommendations.

Better Caller Experiences

Whether it's a patient, loved one, or unit clerk, handle calls faster with modern telephony controls, integrated messaging, and instant access to patient and on-call schedule information.

Lower TCO & IT Burden

Eliminate hardware costs, integration complexity, and maintenance burdens with a reliable, interoperable, cloud-native platform — while also gaining remote operator flexibility.

Consistent Emergency Response

Execute scripted, code-specific workflows with intelligent routing and auto-escalations to standardize quick responses to every emergency situation.

Unified Platform

Consolidate secure messaging and on-call scheduling on a single platform, with the flexibility to integrate with your existing systems, including your EHR, regardless of vendor.

Learn more about TigerConnect Operator Console at:
www.tigerconnect.com/operatorconsole