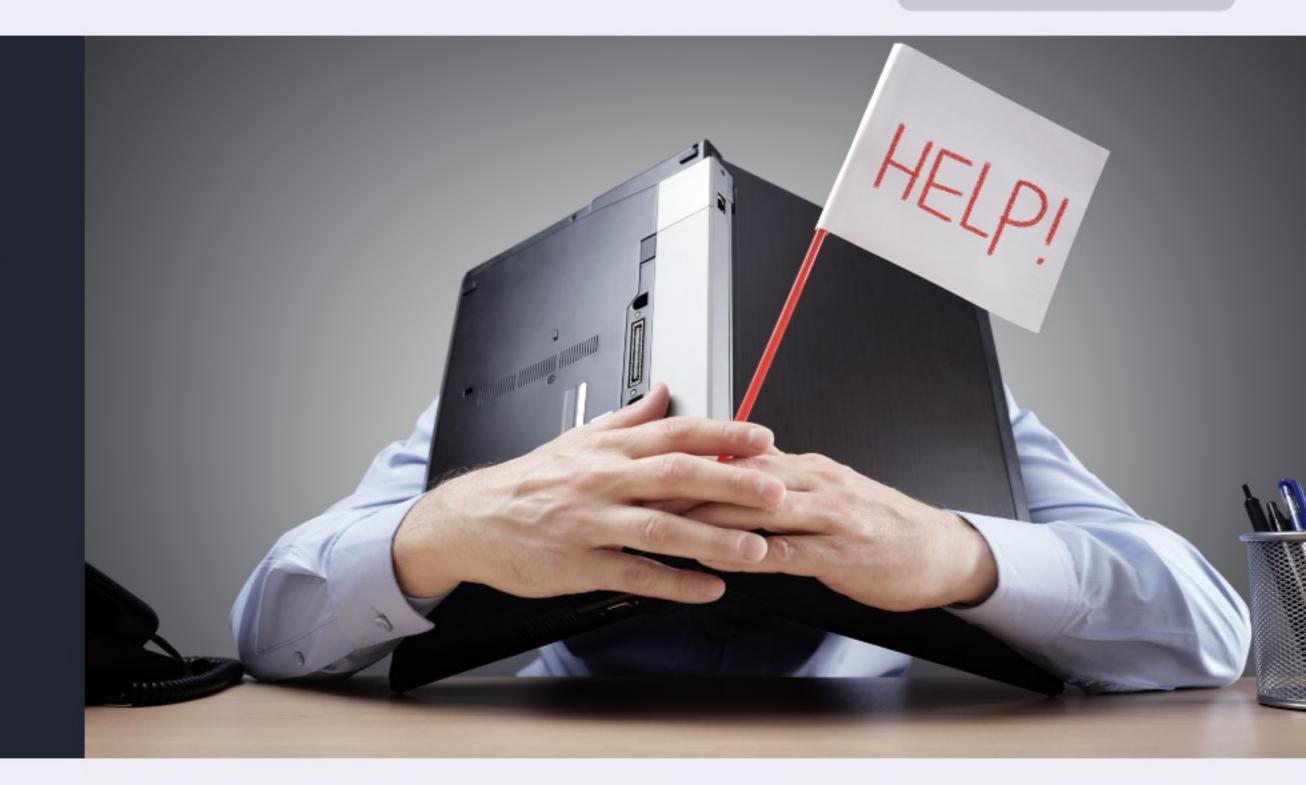# ᴫᴫᴫ ISI
Infortel Select

If you use Cisco, Webex Calling, Microsoft, Avaya, or another leading on-prem or cloud-based UC platform, *you need* ISI's powerfully smart & easy-to-use solution.

Does your healthcare organization have extra hours to spare for tedious call audit trails? We didn't think so

Infortel Select delivers historical call information in seconds, saving you time & money

Problem:

From HIPAA protections to Medicare rules, URAC standards to FDA certification requirements, healthcare organizations are subject to an ever-growing list of compliance areas that often require validating call activity.

UC and telecom platforms generate call detail, but they do not provide a fast and easy interface for the departments charged with maintaining compliance.

It can take many hours just to complete one call audit request, which adds personnel costs, increases the risk of fines for noncompliance, and irks your CISO, Legal, and HR departments.

Click to Learn More

Solution Overview:

Infortel Select serves up call detail through an easy-to-use interface optimized for line of business, not just your IT department. With Infortel Select, healthcare organizations can satisfy requirements to maintain call history and support on-demand ad-hoc call search.

Whether you are subject to HIPAA, FDA and Medicare regulations, or the many and ever-changing regulations protecting consumer privacy and finances, sooner or later, you'll need to be able to prove your organization's calling is in compliance. Infortel Select makes it simple.

Key Infortel Select Benefits

• Provide proof of timely patient contact to satisfy Medicare requirements

• Satisfy FDA pharmacy certification audit requirements regarding call activity

• Satisfy state-mandated emergency room community service funding guidelines

• Satisfy insurance policies and regulations, HIPAA compliance standards, URAC accreditation requirements, and any regulation that calls for call history retention

• Supports audit trails of calls made and received to comply with industry regulations, ensure compliant data availability, and provide user-defined automatic destruction of aged data

• Simplifies reporting and dashboards with an intuitive user interface that eliminates dependency on IT

• Unifies the reporting of voice interactions from various platforms for single-pane-of-glass visibility

• Enhances raw CDR with cradle-to-grave call tracking and organizational hierarchy to drive security and department analysis   **(Platform-specific feature)**

• Provides the foundation for an effective corporate compliance program with retained call history, on-demand call searches and alarms to enforce compliance

• Provides easy access to information to investigate employee harassment, phone abuse, or productivity concerns

Connect with us for a demo today and see how to gain total visibility into your calling activity.