

PRODUCT SHEET

ONECONSULTATION

A fully managed and customisable virtual consultation service that leverages your existing Microsoft Teams or Skype for Business deployment.

THE GROWTH OF THE VIRTUAL CONSULTATION

While security and cost-efficiencies are strong motivators for organisations to implement virtual consultation services, their real value remains in how they can better serve the customer. For example, what if Police Forces across the UK could provide a digital option for victims and witnesses of crime to communicate with a Police Officer from the comfort and security of their home? By providing a digital option, Police Forces can comprehensively carry out their investigations with victims and witnesses of crime who are unable to attend face-to-face consultations, thus breaking down physical barriers and providing a more convenient option for those who wish to use it.

ONECONSULTATION: SECURE ONLINE CONSULTATION SERVICES

Based on Microsoft Office 365 technology, Modality Systems' OneConsultation is a fully managed and fully customisable virtual consultation service that leverages existing Microsoft Teams or Skype for Business deployments. The solution is a highly secure and scalable Azure-based application that can be accessed via one-click from any browser, smartphone, tablet, or PC, enabling users to seek professional support from the comfort of their surroundings. By implementing OneConsultation, organisations can extend the reach of their existing services to cater to all demographics and provide a personable and efficient service.

ONECONSULTATION: THE BENEFITS

- **Improves accessibility** - in-person interviews can sometimes prove difficult, especially if desk-based officers are unable to get out to the citizens they need to speak to or if interviewees are unable to get to the station. Virtual consultations enable Police Officers to provide these essential services just as they would in person and help to deliver effective communication with victims and witnesses of crime.
- **Adaptable and scalable** - bespoke solution with the ability to create multiple separate waiting areas to suit a range of different services, from witness statements to victim interviews.
- **A seamless experience** - no additional software beyond your existing Microsoft Teams or Skype for Business deployment is required, making initial set-up and day-to-day usage easy and familiar. The user can access the service via any web browser, without registration or downloading any other apps.
- **Time efficiencies** - virtual consultations can take place from any location, at any time, significantly reducing travel time, costs, carbon footprint and other associated overheads.
- **Secure and GDPR compliant** - as the solution is hosted in Azure, the Police and members of the public can use OneConsultation with confidence that data and confidential information is kept secure. Based on Active Directory groups, organizations control how information is restricted to specific and relevant users.
- **No hidden costs** - implemented with a fixed-monthly cost model, all charges are established upfront.

HOW IT WORKS

- **User enters the consultation virtual lobby** - this process simply requires access to any web browser, no lengthy registration, setup of login details or previously downloaded app is required
- **The Police Officer is notified** - once the user has used a web browser to access the lobby, the person running the interview receives a pop-up notification that the person is waiting
- **Optional audio-video equipment test** - to ensure the smooth running of the virtual consultation, the user has the option to perform a quick test to confirm that their microphone and speaker functionality is working as expected
- **The Police Officer joins the consultation** - using their existing Microsoft Teams or Skype For Business system, the Officer is easily able to connect to the waiting member of the public and begin the consultation
- **All discussions remain confidential** - the Azure hosting model of OneConsultation means that any information exchanged during the consultation is kept secure
- **End of consultation** - once the consultation is complete, the user can be directed to customisable wrap-up questions, such as a satisfaction survey



WHY MODALITY SYSTEMS?

At Modality, we understand the common pain points that can sometimes derive from digital transformation projects. We understand that workplace collaboration differs across organisations and generations, and encouraging your teams to work together when they have conflicting priorities and preferred ways of working can be challenging. We're here to help.

Award-winning communication and collaboration organisation Modality Systems has been delivering Microsoft Intelligent Communication solutions to companies worldwide for nearly a decade. Backed by a comprehensive consultancy team of UC experts we will work with you to deliver the best solution for your business, ensuring the adoption, usage, security, and governance of your systems is of paramount importance.

For further information or to book a complimentary consultation, please contact enquiries@modalitysystems.com

