

MT Guide: Navigation

Topic: Dashboard

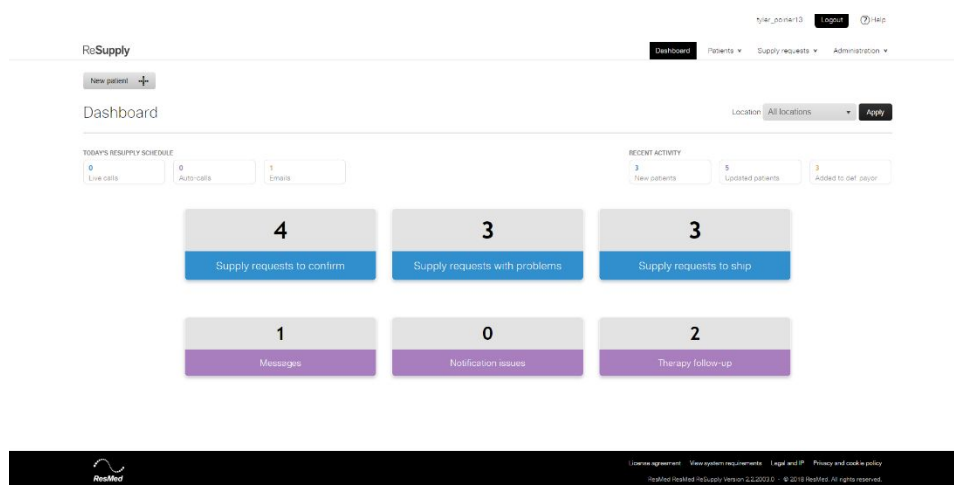
Note: this should be a **Reference** type article under the Topic of Dashboard

How do I review today's outreach schedule?

You can view the number of live calls, auto-calls and emails, for today's outreach schedule, at the top left of the ResMed ReSupply™ Dashboard.

- Live calls—shows the number of resupply notification telephone calls that are scheduled to send from the interactive voice response (IVR) system. The IVR system transfers patients to a client services representative (CSR).
- Auto-calls—shows the number of resupply notification telephone calls that are scheduled to send from the IVR system.
- Emails—shows the number of resupply notifications that are scheduled to send by email.

Approximately 74% of patients outreached via these methods place a supply request* . You can read the schedule on the Dashboard to plan for how many supply requests to expect the following day.



* U.S. PAP Patient Resupply & Purchase Behavior, November 2017 (Caution: Small base size)