

# Full list of features



## Application

### **Contacts**

Easily manage and organize your contacts and check at a glance which contacts are currently online. The Alterdesk messenger uses three separate address books: one with all of your co-workers, one with all of your external contacts and one with your private contacts.

*Available for: all clients*

### **Search functionality**

In which conversation was patient X discussed? With our advanced search functionality you can easily search through conversations, messages and contacts.

*Available for: all clients*

### **Safe and reliable**

All messages and files are sent over a secure connection and stored in Dutch data centers. We use firewalls, intrusion detection systems and intrusion prevention systems to protect sent data. The messenger is NEN7510 compliant and our data center is NEN7510 certified.

*Platform*

## **Tested by Deloitte**

The security of our messenger has been tested by Deloitte's 'Assuring Medical Apps' team.

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## **Pin codes**

For an extra layer of security, you can protect your mobile Alterdesk app with an extra pin code.

*Available for: iOS / Android / Blackberry*

## **Two-factor authentication**

You can also choose to use two factor authentication. This means that in order to log in, you will need a username, password and a code generated by, for example, the Google Authenticator app.

*Available for: all clients*

## **Single Sign-On / ADFS**

When you need to use multiple software systems at once, Single Sign-On can be a handy option to activate. Single Sign On enables you to log in once to gain access to multiple applications on your network.

*Available for: all clients*

## **Sorting and filtering**

Keep all your conversations compact and in sequence with one another. Easily retrieve past conversations by sorting and filtering conversations by date, priority, etc.

*Available for: all clients*

## **Languages**

The messenger is available in Dutch, English, Spanish and German.

*Available for: all clients*

## **Multiple device**

The Alterdesk healthcare messenger is available for the following systems: native IOS, native Android, web (HTML5), native Windows, native OSX, Windows Mobile (beta), Blackberry, Google Glass (beta) and Google Wear (beta).

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## **Notifications**

You can set the frequency of e-mail notifications and mobile notifications per account.

*Available for: all clients*

## **Status**

Change your status to show your contacts whether you are available.

*Available for: all clients*

## **Multiple organizations**

Do you work for multiple companies? You can easily link separate company accounts to make them accessible from one main account.

*Available for: Web / Native clients*

## **Shared accounts**

Provide service using a shared messaging account, linked to your organization. This way, teams working in shifts can make sure there is always someone available to chat with their patients or clients.

*Available for: Web / Native / Android / iOS*

## **Secure webchat**

Generate a chat button linked to your Alterdesk account and place it on your website in order to provide your website visitors with webcare.

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## **API integrations**

We have a REST API available to facilitate a broad range of software integrations. This way, all communication can be made accessible in external software systems or external systems can send notifications to our messenger.

*Available for: Web / Native clients*

## **White label**

Would you like to provide your customers with your very own messenger solution without having to go through the long development process? Consider Alterdesk as a white label messenger! The white label version of our messenger is available for every niche. Contact us to find out more!

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## **Cloud and on-premise**

The Alterdesk messenger is set up in the Cloud and is also available on-premise, as a white label messenger.

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# Admins

## **Admin panel**

Our web application provides admin users with their own admin panel, in which they can manage company settings, team accounts and the company subscription. You can also decide on your company's accessibility in Alterdesk.

*Available for: Web / Native clients*

## **Import employees**

You can, of course, easily invite team members based on their email address, but you can also import an entire list of team members in one go by uploading a CSV file.

*Available for: Web / Native clients*

## **Default language**

The admin can set what default language new co-workers see when they first log in after registration. The default can be Dutch, English, Spanish or German.

*Available for: Web / Native clients*

## **Company domains**

Team members are recognized as co-workers based on the domain of their email address. If your organization uses multiple domains, you can set any number of extra domains as aliases.

*Available for: Web / Native clients*

## **Manage email templates**

Alterdesk sends out system emails based on the activity in Alterdesk. These emails can be changed to one's liking on company level.

*Available for: Web / Native clients*

## **Color themes**

You can easily adjust the colors of the Alterdesk messenger to reflect the branding of your organization.

*Available for: Web / Native clients*

## **Disclaimer**

Set a disclaimer for your entire organization, which will be shown at the top of every conversation.

*Available for: Web / Native clients*

## **Login domain**

Set a login domain so that team members who do not have their own company email addresses can still gain access to the messenger and their co-workers.

*Available for: Web / Native clients*

## **Advanced options**

As an admin, you can set which advanced functionalities your team can access. Think of exporting conversations, hybrid messaging and the option to delete messages.

*Available for: Web / Native clients*

# Conversation

## **1-on-1 and group conversations**

Conduct both 1-on-1 and group conversations with co-workers and external contacts.

*Available for: all clients*

## **Mark conversations**

Mark your conversations as favorite or high priority. Managing your conversations this way can help prevent you from forgetting important issues.

*Available for: all clients*

## **Stay in control**

As initiator of a group conversation, you can maintain full control over who may join in the conversation and who is authorized to invite participants.

*Available for: all clients*

## **Download conversations**

Download conversations as a PDF to prepare for a meeting or archive conversations for future reference.

*Available for: all clients*

## **Automatically close conversations**

You can choose to automatically close a conversation after a specific period of inactivity. This way you can avoid that a multitude of conversations are cluttering up your messenger. Closed conversations will still be visible and can easily be looked up.

*Available for: all clients*

## **Hybrid messaging**

Conduct an Alterdesk conversation by email, using our hybrid messaging solution.

*Available for: Web / Native clients*

## **Video calling**

Start 1 on 1 video calls or host group video calls for easy long-distance meetings with co-workers or external contacts. It is also possible to provide teleconsultation services for patients / clients.

*Available for: Web / Native / Android / iOS*

## **Hyper secure chats**

When security protocols specifically require end-to-end encryption, start a hyper secure chat. These chats are encrypted with technology based on the Signal protocol.

*Coming soon for: Native / Android / iOS*

# Message

## **Seen by**

You will never need to be uncertain whether your message has been sent or received – Alterdesk shows you exactly who has read your message.

*Available for: all clients*

## **Retract messages**

It can happen to the best of us; you have sent a message to the wrong person or made another mistake. No worries, you can retract your message at any time!

*Available for: all clients*

## **Lifespan**

You can choose to have your message be deleted after a preordained amount of time or after the recipient has read it. After your message has been deleted, it can't be retrieved – not even from our data centers.

*Available for: all clients*

## **Like**

Alterdesk also enables you to like other people's messages – show your appreciation with a single click.

*Available for: all clients*

## **Emoticons**

Emoticons ensure the necessary nuancing and strengthen your tone of voice. Enrich your message with over 200 different emoticons.

*Available for: all clients*

## **@Tagging**

Tag one or more participants of a group conversation to get their attention. Is a message explicitly relevant to all participants? Simply tag them all in one go, using @All members.

*Available for: all clients*

## **Import mail conversations**

Forward your email conversations to your Alterdesk account. Based on the forwarded emails, conversations can then be created easily so that you can continue your conversations.

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## **File exchange**

Don't be restricted when sharing large files in various formats. The Alterdesk messenger enables you to share any type of file, such as PDFs, Office documents, photos, videos, etcetera. You can share up to 1 GB per message.

*Available for: all clients*

## **Audio and video messages**

Is a conversation growing too complicated to type everything out? Simply record and share an audio or video message!

*Available for: all clients*

## **Alarm messages**

It is also possible to send an alarm message through Alterdesk, using our panic functionality for Android, combined with a panic button. Such a message can consist of multiple parts, like a text message, a location, an audio recording and photos.

*Available for: Android*

*Questions? Contact the Alterdesk team by sending an email to [info@alterdesk.com](mailto:info@alterdesk.com).*