

Intiveo Command Center

TURN INSIGHT INTO ACTION

intiveo.

Command Center brings together the right tools, goals and context — at the right time — helping your team prioritize the day, coordinate work in real time, and optimize the workflows that keep patients moving and revenue flowing.



The Intiveo Command Center is designed to help practices:

- Connect daily goals to real-time practice data, so the team can see exactly what needs attention today, or what was missed yesterday, giving staff a clear understanding of the practice's priorities
- Guide every patient through their oral healthcare journey, keeping them informed, supported, and confident in your practice at each step — based on their specific situation
- Assign responsibility for any goal, and see how they contribute to practice health, while keeping full visibility for the whole team
- Operationalize workflows across the whole patient journey, creating better experiences for both staff and patients
- Give practice owners and DSO leadership a real-time read on performance and revenue risk, and a source of truth for the entire patient experience

Command Center features

KEEP PATIENTS MOVING AND REVENUE FLOWING



Daily Goals Dashboard

The first screen your team sees at login, organized under four pillars — appointment-ready, fill your schedule, book new patients, and close the loop — so everyone starts the day knowing exactly what needs attention.



Multi-location/Owner Dashboard

Configure your dashboard to see the most important metrics you can act on instantly. See a high-level summary of goal progress or take a closer look at specific goal types to see where your practice can improve.



Goal Assignment and Activity Trail

Any goal can be assigned to a person or a team while remaining visible to everyone. Completing or canceling a goal is time-stamped and logged, building an accountability record automatically.



Confirmation and Form-Completion Goals

Unconfirmed appointments and incomplete forms show up as goals the moment they need attention. Filtered, counted, and one click from being resolved.



Undeliverable Reminder Alerts

Surfaces bounced text and email appointment reminders well ahead of the appointment, and creates a goal so staff can fix the record or switch the communication preference.



Configurable Recall Triggers:

Set the timing window for due-soon and overdue recall outreach and Command Center automatically turns each qualifying patient into a goal at the right time.



New Patient Intake Automation

Every new appointment request generates a goal the moment it arrives, with everything needed to reach out and book.



Close-the-Loop Notifications

Intiveo Chat and Intiveo Voice surface unanswered patient texts and missed calls as goals in the same dashboard, so nothing waits until tomorrow.



One-Click Goal Filtering

Clicking a goal — like confirming three upcoming appointments — opens Command Center pre-filtered to exactly those patients, cutting out manual list filtering.



LEARN MORE