Kyruus Health System Product Updates

View All Release Notes

> We identified some non-working links in our October 29 Health System Product Updates email, including event registration. They're fixed in this version, so please disregard the earlier one.
>
> We apologize for the duplicate email.

/ Search and Schedule

Coming Soon. Datadog Real User Monitoring (RUM) in Provider Directory and Schedule UI

We have been evaluating Datadog Real User Monitoring (RUM), a performance monitoring tool that measures how our web applications behave in real users' browsers, including page load times and errors. Following that evaluation, we have decided to enable RUM by default for all customers using Provider Directory and Schedule UI in early November. If you would prefer not to use RUM, you can opt out at any time.

Impact

- **Faster issue detection:** RUM gives us visibility into page load times, error rates, and overall application responsiveness, so we can identify and resolve problems proactively, often before they are noticed by users.
- **A better user experience:** Monitoring real-world performance helps us keep Directory and Schedule fast, reliable, and responsive.

Enablement

- No action is required to take advantage of this change.
- If you have questions or would prefer to opt out, please reach out to kyruussupport@revspringinc.com or your customer success partner.

/ Reach: Listings Management

October 26, 2026. Generally Available: Export Your Listings to XLSX from LM-UI

You can now export your listing data directly from the Listings Management UI as an XLSX file, without asking our team to pull it for you.

- **Export from any tab:** Export is available on the Managed Listings and Pending Tab, so you can pull data from the full view you are working in.
- **What you see is what you get:** The file contains the listings shown in the grid, one listing per row with a header row, and reflects any filters you have applied so the row count matches the UI.
- **Clear file names:** Each download is named by tab and date so files are easy to identify later.
- **Helpful states:** The Export button shows a working state while your file is prepared, tells you when there is nothing to export, and shows a clear message if an export cannot be completed.
- **One export at a time:** Exports run one tab at a time. Wait for the current export to finish before starting another, including from a different tab. For example, if you start an export on Managed Listings, please wait for the requested export to start downloading before clicking on Export in Pending Tab.

Before this update, getting listing data out of the UI meant asking the team to pull it manually, which was slow. Now your team can self-serve that data on demand for reviews, audits, and reporting.

Note: Export functionality for Opted Out tab is coming soon.

/ Reach: Reputation Management

October 22, 2026. Yelp Review Monitoring in Reputation Management

You can now monitor your Yelp reviews in Reputation Management. Yelp is one of the places patients look when choosing a provider, and its reviews now appear alongside your other review sources in Kyruus Connect.

With Yelp monitoring, you can

- See new and existing Yelp reviews for your locations in one place
- Keep an eye on reviews across sources without logging in to Yelp separately
- Click through to Yelp to reply to reviews

Replying to Yelp reviews directly from Reputation Management is coming soon! We'll share an update when it's available.

For more information on this feature, please take a look at our Help Desk Article.

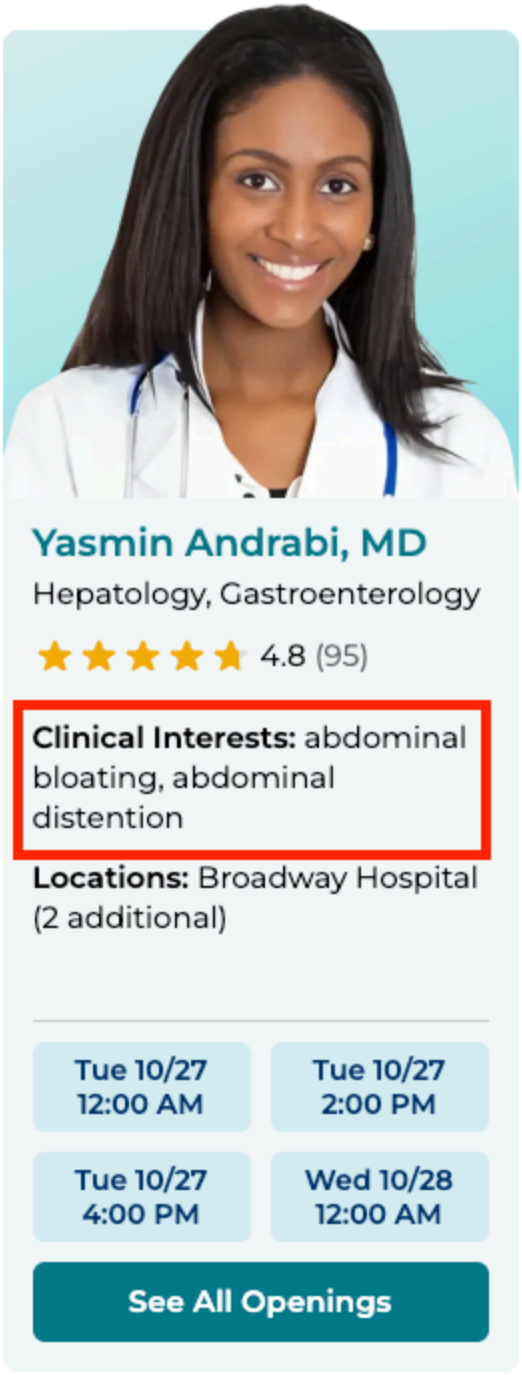
/ Guide for Providers

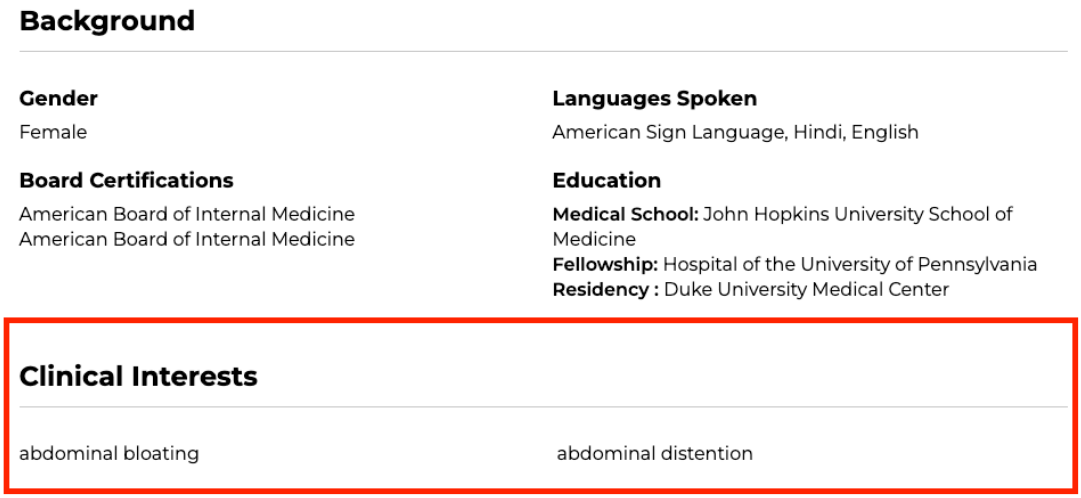
October 26, 2026. Clinical Interests Now Available in Guide for Providers

Clinical Interests can now be displayed in Guide for Providers search sourced directly from your managed keywords, giving patients more insight into each provider's areas of focus.

What's new

- Designate any keyword as a "Clinical Interest" in Kyruus Connect Administrator under the Clinical tab — the same process already used for Provider Directory.
- In Guide for Providers, clinical keywords toggled on as a Clinical Interest now display on both the provider **result card** and the **provider profile page**.
- These are sourced from the same managed keyword library already used for Clinical Interests elsewhere, so values stay consistent with how patients search.


Yasmin Andrabi, MD
Hepatology, Gastroenterology
4.8 (95)
Clinical Interests: abdominal bloating, abdominal distention
Locations: Broadway Hospital (2 additional)
Tue 10/27 12:00 AM
Tue 10/27 2:00 PM
Tue 10/27 4:00 PM
Wed 10/28 12:00 AM
See All Openings



Impact

- Patients see consistent, accurate clinical interest information whether browsing search results or viewing a full provider profile.
- Clinical interests shown stay aligned with your managed keyword library, reducing mismatches with how patients search.
- Seamless transition: if you've already enabled clinical interests within the Provider Directory and are switching to Guide for Providers, the same keywords will carry over.

Enablement

To display Clinical Interests in Guide for Providers, work with your customer success partner to mark your desired keywords as "Clinical Interest" in Connect Administrator and enable the display on your Guide for Providers result cards and profile pages.

Questions

For questions, please reach out to kyruussupport@revspringinc.com or your customer success partner.

/ Analytics

October 2026. Google AI Mode Activity in the Reach Dashboard

Google AI Mode activity is now in the Reach dashboard.

What's new

- **Its own publisher:** Google AI Mode now appears as its own publisher in the dashboard's publisher dropdown.
- **Clicks and bookings:** See the clicks and bookings that come from Google AI Mode.
- **Who sees it:** Customers live with Reserve with Google.

For questions, please reach out to kyruussupport@revspringinc.com or your customer success partner.

/ Kyruus Connect Administrator Best Practices

Join our product and customer success experts on **Wednesday, November 11th at 1:00 PM ET | 10:00 AM PT** for the Kyruus Connect Administrator Best Practices!

Register for Kyruus Connect Administrator Best Practices

/ November Roundtable

Join our product and customer success experts on **Wednesday, November 18th at 12:00 PM ET | 9:00 AM PT** for the Health System Roundtable to hear about upcoming enhancements, roadmap highlights, and opportunities.

Register for the November Roundtable

Don't forget to check out our Upcoming Events and Past Recordings page. You can easily access last month's recording, find previous recordings, and register for the next roundtable at your convenience.

For more product updates, visit the Release Notes section of the Kyruus Health Help Center.

Support is available Monday to Friday from 9 AM - 9 PM (Eastern)

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Connect With Us

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