# Surgery Connect Console

The Surgery Connect Console application is a password protected, online tool allowing your individual staff a realtime view of the calls into your service and the status of their colleagues. It also gives them access to call recordings and voicemail messages. What each staff member sees on their own version of the Surgery Connect Console is controlled by 3 levels of access.

Access Levels

Personal

Designed for occasional access by the staff member, logging in will allow them access to call data and recordings they have personally been part of as well as access to voicemails should they have a personal voicemail set up.
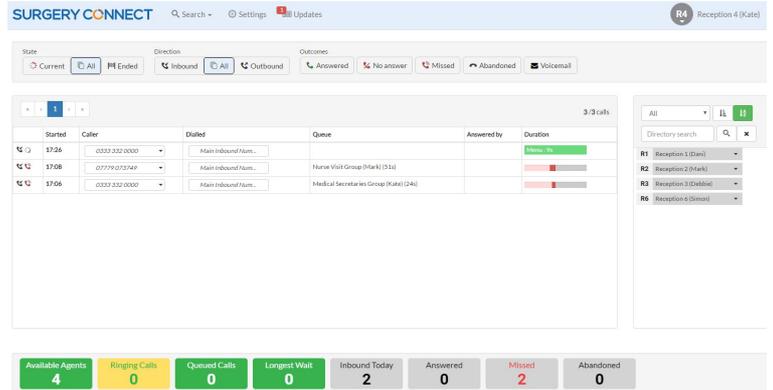
Personal Plus

With the same access to call data and recordings as above this is still very much intended for individual access. This level has the added functionality of being able to make themselves active or inactive within the departmental distribution groups they are part of. So, for example, if they are part of the main appointments group and they see that there are a lot of callers in the queue, they can make themselves active to take calls using the Surgery Connect Console.

Manager

This is the administrator level access giving access to all of the call data and recordings for the entire surgery. It also gives the ability to change the status of other extensions within the organisation (Available, Logged Out, DND or Outbound Calls).

Feature	Description
Search	Search on the caller, the number dialed or the person who answered the call.
Filter	Live or historic calls, in or outbound or the outcome of the call (answered, missed etc.)
Recordings	Listen to all call recordings and voicemails accessible at your view level
Download	Download and save locally all call recordings and voicemails accessible at your view level.
Duration	View the duration of each call split by queue time and talk time
Date & Time	When and at what time the call took place.
Key Stats Boxes	Toggle on and off the real time stats boxes that show data such as Current Queue Calls, Longest Queue Time and Queue Length Banding

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Additional Features

As well as providing access to call data, call recordings and voicemails the Surgery Connect Console gives additional functionality to the user dependant on the access levels that they have.

Group Activation/Deactivation

Giving designated staff members the ability to make themselves active or inactive within departmental groups they are a member of. Essential for staff members whose main role is not to answer incoming calls but can activate themselves in required groups should call levels require more staff.

Staff Status and Availability

Each login to the Surgery Connect Console will show a list of other users on the system and their current status (in a call, available, DND etc), giving a quick view of who is available. This list can be filtered by status type and can be ordered alphabetically or by status, they can also have the option to filter out all of the staff that are not active at that time. This list will also display all colleagues short dial numbers for transfer purposes.

Each user can login and out or set themselves into DND from the Console. Manager level access users are also able to quickly update the status of any user on the system, if a staff member calls in sick for example, the manager can quickly make the person unavailable and prevent calls targeting their extension.

Directory Access

Adding names and numbers to the Central Directory is simple via the Surgery Connect Console. These contacts will then appear in the directories on other user's Surgery Connect Consoles and also via the directory button on extension handsets. The contact list can be centrally managed via the Configuration Console.

Click To Call

Users are able to scroll through the call data or Central Directory and click any of the telephone numbers or names of colleagues listed in the call records negating the need to dial on the telephone keypad.

Surgery Connect will dial the user's extension immediately and once that is answered will dial out to the number that was clicked saving your staff lots of important time.

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