



SURGERY CONNECT

Service Desk Overview Webinar

Presented by James Delves

Session Agenda

- Contacting the Service Desk
- Support Portal
- Common Change Requests

Contacting the Service Desk

Call **0333 332 6633**

or via the Support Portal in the menu or Single Sign On (sso.x-onweb.com)

Select an application

CC Configuration Console https://config.x-onweb.com	R Reports https://reports.x-onweb.com	SD Service Delivery Console https://build.x-onweb.com
SP Soft Phone https://phone.x-onweb.com	SP Support Portal https://support.x-onweb.com	UC User Console https://console.x-onweb.com
V Voicemail https://voicemail.x-onweb.com	W Wallboard https://wallboard.x-onweb.com	X X-flow https://xflow.x-onweb.com

- CC** Configuration Console
- SDC** Service Delivery Console
- SP** Soft Phone
- SP** Support Portal
- UC** User Console
- V** Voicemail
- W** Wallboard
- X** X-flow
- H** Help Centre
- Logout**

Support Portal

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Your Tickets

[+ New Ticket](#)

Raise a new
Ticket

Search:

Show

- 15
- 10
- 15
- 30
- 50
- 100
- All

Subject

Status

Raised By

Account

Last Updated

You currently have any tickets

Showing 0 to 0 of 0 entries

Previous

Next

Change the number of
entries on the page

Search for a particular
Ticket or key words

Support Portal

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Create Ticket

Subject

Enter the Practice name followed by a brief summary of the issue

Description

Give as much information as possible to ensure issues are resolved quickly and efficiently

I give permission for X-on staff to listen to any call recordings related to this ticket

Upload Attachment (max 6MB):

No file chosen

Screenshots showing the problem or error messages can be added as Attachments

Submit the Ticket once complete

Support Portal

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Your Tickets

[+ New Ticket](#)

Show

15

entries

Search:

ID	Subject	Status	Raised By	Account	Last Updated
T20210604.0066	Issue related to call ID 2106....	New	Jack Harkness	X-On Training	8 seconds ago

Showing 1 to 1 of 1 entries

Previous 1 Next

Click the ID or Subject link
to open the Ticket details

Support Portal

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Issue related to call ID 2106.2111493216

× Close Ticket

Test for training

Call ID: 2106.2111493216

Category: Call Dropped

[I give permission for X-on staff to listen to any call recordings related to this ticket]

Ticket Number	Status	Created	Last Updated
T20210607.0109	New	19 seconds ago	19 seconds ago

Ticket Notes

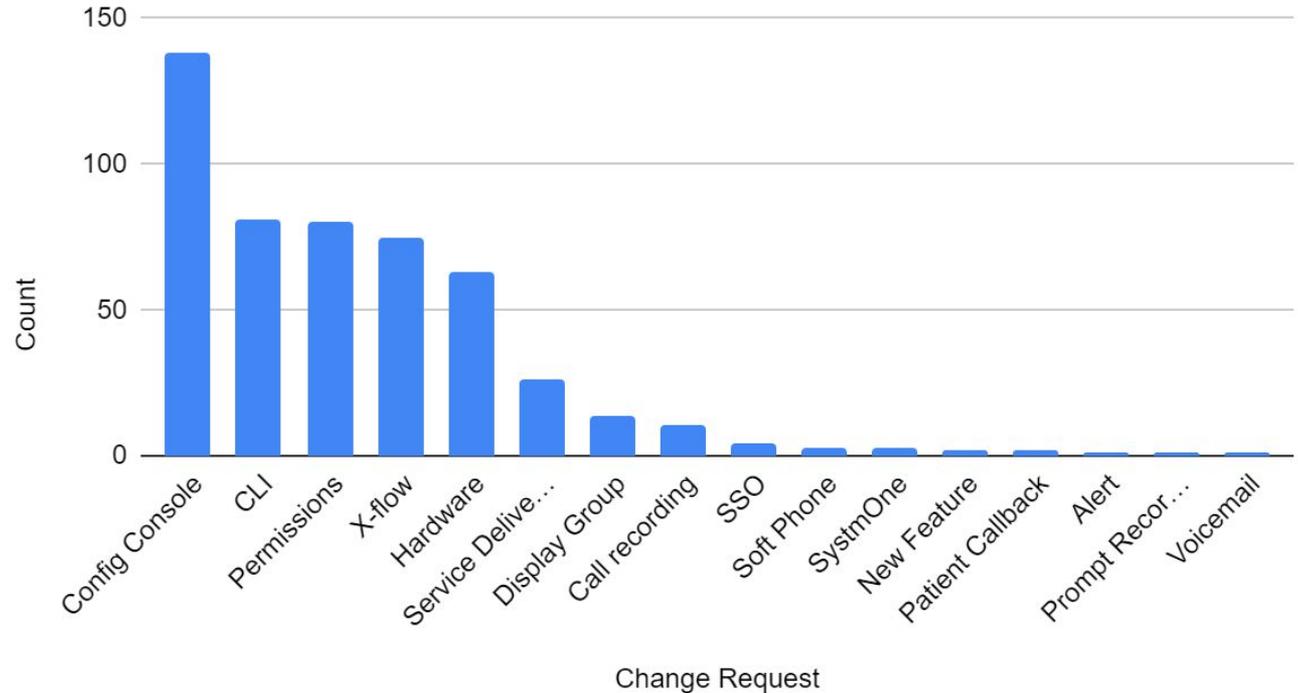
+ Create Ticket Note

Add notes to open Tickets

Common Change Requests

Change Request	Count
Config Console	138
CLI	81
Permissions	80
X-flow	75
Hardware	63
Service Delivery Console	26
Display Group	14
Call recording	11
SSO	4
Soft Phone	3
SystmOne	3
New Feature	2
Patient Callback	2
Alert	1
Prompt Recording	1
Voicemail	1
Total	505

Count vs Change Request



Common Change Requests

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Total	505

Configuration Console

- Change default system settings
- Add personal numbers to a User's profile
- View the Voicemail PIN for Users
- Upload Central Directory numbers in bulk
- Access the PIN for setting up the Integration software

See the Configuration Console Webinar for more details

CLI (Caller Line Identifier)

- Displays the surgery number on outbound calls
- Dial 141 before dialling a number to withhold the CLI
- Dial 1470 before dialling a number to release the CLI if it's normally withheld
- Change in the Global Settings in the Configuration Console

Common Change Requests

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Permissions

- Can be checked and changed in the User List in the Service Delivery Console by Supervisors
 - Standard User with Group Management
 - Clinician
 - Supervisor

X-flow

- Set and manage the messages to callers, or actions taken, in the call flow

See our X-flow Webinar for more details

Hardware

- Any issues with desk phones, routers or switches

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<p>Introduction to Surgery Connect VIEW FULL PLAYLIST</p>	<p>T21 Handset Training - from logging in, handset functionality... VIEW FULL PLAYLIST</p>	<p>T27 Handset Training (Reception) - from logging in... VIEW FULL PLAYLIST</p>	<p>T31 Handset Training - from logging in, handset functionality... VIEW FULL PLAYLIST</p>	<p>Surgery Connect Webinars - for Managers and Supervisors - In... VIEW FULL PLAYLIST</p>	

Summary & Questions

- Contacting the Service Desk
- Support Portal
- Common Change Requests

Questions?