Surgery Connect Overview

Surgery Connect is a complete, fully featured and managed phone system from X-on, a UK Network Operator with over 25 years experience and expertise in Healthcare Communications. This experience has allowed us to fully understand the requirements of a surgery, and we have designed Surgery Connect to fill those needs and provide an intelligent and flexible solution.

Call Features

There are many call features and configuration options within the Surgery Connect product, your Account Manager will discuss in detail the way your surgery operates and define the optimum configuration that will most benefit you and your staff.

Key call features include :

Feature	Description
Porting	We will port all of your existing telephone numbers to our system so there is no need to change the numbers familiar to your patients.
Unlimited Capacity	Your patients will never receive a busy tone again.
Automated Timers	Controlling time of day patient access, bank holiday and training day settings and departmental accessibility.
Menu Options	Departmental choices given to the callers, who are routed based on their selection.
Intelligent Distribution Groups	Departmental groups containing staff members pertinent to the selected option. Each group includes caller queueing, queue position announcement and in queue music with desired information announcements.
Hold, Transfer and Shortdial	Once calls are answered they can be put on hold and transferred to any other extension on the service, you are also able to dial any other extension direct via a 3 digit shortcode or by pressing a single, pre-configured key on the telephone. The transfer attempts can also be queued to the extension should it be busy.
Call Recording	Every call, both in and outbound, will be recorded and stored for your agreed retention period, you may also pause and resume call recording mid-call should you require.

Hardware

Surgery Connect is a cloud telephony system and so the only on-site hardware is that relating to the extensions you require. Whether desk based telephones, expansion modules, cordless telephones, backup mobiles, wallboard equipment or PA system, all equipment is pre-configured and installed by one of our technicians and are fully supported and maintained by our in-house UK support team.

Each desk based telephone is self configurable allowing you to assign the most useful functions to the device buttons depending on the location and role of the telephone. Possible configuration options include; quick dial to external numbers, patient PA System use, central directory of contacts and extension availability functionality.

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Service Management

Being a cloud based system, Surgery Connect has the benefit of allowing you to self manage the system via any PC, your staff will also have the potential for their own self management features.

Feature	Description
Telephone Management	Depending on your desired extension configuration users are able to make them self active both on a telephone and into various distribution groups by a single press of a button on the telephone itself. Extensions configured for hotdesking allow the selection of the user's name when the login button is pressed.
Configuration Console	Access to the entire logic, audio and configuration settings behind your service with an easy to use, secure, graphical, administration console.
Surgery Connect Console	Configured for each individual's access levels it allows staff to view call records and listen to call recordings among other features.

Cloud Telephony & X-on

As well as the key product features there are many other advantages to opting for a cloud based telephony system from X-on, the main ones are listed below.

Feature	Description
Hardware	Less hardware and no on-site maintenance needed. Hardware warranty in place for the duration of the contract.
Scalability	Whether scaling up or down, new extensions can be added or removed with ease and the service rental will be adjusted accordingly, so you will only ever be paying for what you need.
Upgrades and Updates	The entire Surgery Connect product is designed and developed by X-on's in-house development team who are constantly working on improvements and enhancements to the Surgery Connect platform which will be added to your system for no extra charge as they become available.
Resilience	Backup mobiles supplied with Reception Extensions to cover internet outages, each user can log into a personal mobile or landline, X-on has dual site resiliency on all of its platform's servers.
Personal Touch	You will have your own Account Manager that will take you through the configuration definition process and will always be at the end of the phone to answer questions. Once live our fully UK based support team are there to help with anything else you need. You will always get through to a real person to help you.
Low Call Costs	With unlimited calls to UK landlines and mobiles your rental should fully cover all of your outbound call activity.
GP Forward View	Addresses many of the suggested actions outlined in the GP Forward View study.

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