







Web Based Management Portal

The Configuration Console allows Administrator/Manager level access to the main areas of logic flow and settings that make up your Surgery Connect service.

A powerful tool with secure login which will allow real time updates to each of the elements within your service - the following configuration functionality is available.

Configuration
 Services
 Users
 Groups
 Extensions

Service Aspect	Description
Services	View all of your inbound numbers and the routing that is applied to each
Users	Update, add or delete the users on the system (your surgery staff), renaming of users as staff leave and are hired, changes to user email and passwords and amending the target number associated with each user.
Extensions	Configure the name and the button configuration of the Extensions within your service, tailoring each telephone with the functionality best suited to it's role within your organisation.
Groups	Create and edit call queue groups, assign staff, choose a distribution pattern, select audio prompts associated with callers queuing as well as many other features.
Short Dial	View, edit and add to your call transfer and internal short dial settings.
Timers	Create and edit call flow controlling timers which dictate the flow of your Surgery Connect service. You have the ability to "override" standard surgery operation times allowing you to switch to a specialised status such as training days in a matter of seconds.
Menus	Control of any menu choices offered to callers - from the audio that is played, the time to wait for a response, the number of repeats and where each key selection routes to.
Prompts	A list of all of the audio prompts on your system with the ability to listen to them as well as adding new ones
Central Directory	Users of the Surgery Connect Console can add callers to the Central Directory so they are recognised next time they call in. The Central Directory also appears on each extension itself. This area of the Configuration Console allows for this directory to be centrally managed.
Scheduled Reports	Create your own report format with the data that is useful to your surgery and then create schedules to have this information sent to designated email addresses at specified times.