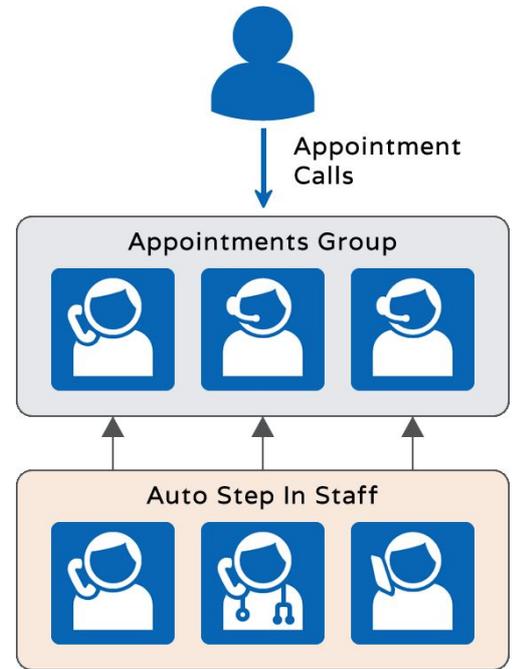# Auto Step In

Generally speaking, the number of patient calls to surgeries fluctuate quite dramatically depending on the time of day or the day of the week. Surgery Connect's **Auto Step In** feature has been specifically designed and developed to react to these fluctuations without the need for manual monitoring and management.

Managers are able to configure values which dictate when the **Auto Step In** feature is actioned. Examples of these settings could be, when the queue of inbound calls reaches 10, or if the longest queueing caller has been waiting for 5 minutes or more - the levels at which the feature activates can be tailored to best suit your surgery.

Appointment Calls

Appointments Group

Auto Step In Staff

Until the configured levels are reached the main inbound queued calls will target the primary staff extensions only. The **Auto Step In** feature will constantly monitor the queue and activate the step in staff as and when required. Conversely, once the queued call levels fall to an acceptable level the feature will step the backup staff out of the main queue group and target only the primary staff again.

The solution provides a fluid, intelligent and fully automated aid to managing your inbound call queue. With no manual monitoring or actions required, you can be sure your staff resources are maximised and ensure your patient's calls are answered in the most efficient manner.

Feature	Description
Configurable	Choose the staff members that are to be stepped in and the call levels that the step in happens - either total queued calls, total time queued or a combination of the two.
Fully Automated	Once the call levels have been set the process is entirely handled by Surgery Connect which will be constantly monitoring the call queue and performing the step in and step out functions as required.
Intelligent	When call levels are on or around the configured levels Surgery Connect will utilise intelligent decision making to prevent staff being constantly stepped in and out.

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