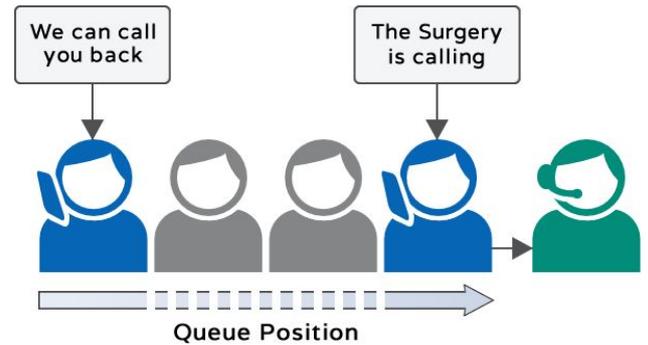




Queue Busting

Lengthy call queues for patients trying to contact their practice can cause a great deal of stress for them, only then to be vented toward the receptionist once connected. Surgery Connect offers the **Queue Busting** solution which uses virtual queue logic to improve the caller experience thus reducing the difficult conversations your Reception staff have.

At predefined queue levels your callers are offered a call back, they will then retain a virtual queue position without the need to stay on the phone. We will then call the patient back when they near the head of the queue and the call will be distributed to the main Reception staff from that point.



Benefits for the patient...

- Dramatically reduced call costs, especially for those using pay as you go mobiles.
- Greatly reduces patient stress, no more “hanging on the phone” to be answered.
- The fair and intelligent queue distribution is retained.

Benefits for the surgery...

- Fewer stressed patients means calls can be processed faster.
- Additional feature at no extra cost to you.
- Calling back the patients makes use of your unlimited free call package.
- Experience for the receptionist is exactly the same so no retraining is required.

Element	Description
Modes	Select your preferred mode of operation which will either enforce a callback or ask the caller to press a key to opt in or out.
Threshold	Specify the number of queuing callers at which Queue Busting kicks in.
Call Back	Configure the point in the queue that triggers the call back to the patient.
Retries	Set the number of times you would like the system to retry should the patient not answer the call back - also specify the delay between these retries.
Send SMS	Should the call back process not be able to contact the patient an SMS can be sent with the wording of your choice.
Audio	Specify the exact wording of the audio prompts linked with the Queue Busting feature.
Queue Visibility	The User Console allows visibility of both the real queue and the virtual queue - these queues are interlaced ensuring fair distribution of calls.

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