



SURGERY CONNECT

Resource Management Webinar - Questions & Answers

Q1. Does the report by group work once the caller is in a queue or is it taken from the menu please?

It will be when they join your queue, if they haven't got to the queue, it will be an abandoned call.

Q2. I have a surgery who wants to put an option which is just a text prompt, they want to record how much this is being used, can you do this please?

Yes, this can be achieved. To do this the information prompt will have to be an option on a menu. You can then run the "Menu Selection Report" to see how many callers selected this option.

Auto Step In

If both the "Queue Length" and "Queue Duration" parameters are configured, auto step in will activate on whichever parameter is met first.

Standard User Permission

Please note: Configuration Console users with Standard User Permission, can listen to their own calls.

Contact Information

For information, the main contact details which you may wish to note, for use after the 'Go Live' to your new Surgery Connect service are:

- **Training** requests should be emailed to training@x-on.co.uk
- For **technical assistance**, contact our Service Desk by ringing tel. 0333 332 6633 or by using the Support Portal option <https://support.x-onweb.com/>
- Online **Help Centre** (providing video tutorials) accessible from the drop down menu in the User Console or web address <https://training.x-on.co.uk/>

If you need to download any additional copies of user guides, quick reference information or phone prompt cards, these are available from the online Help Centre

<https://training.x-on.co.uk/instruction-guides.html>