



## CALL QUEUING & DISTRIBUTION

### Distribution Groups

Distribution groups are targeted when callers dial certain numbers or select certain options from a menu. The distribution groups contain the staff members best skilled to the group in question – appointments or prescriptions for example.

Ensuring your callers will never hear a busy tone, the calls are queued and intelligently distributed to the relevant staff as their extension becomes available.

The members of each distribution group can be dynamically assigned by an Administrator through the Configuration Console, via a button on the telephone itself or through Surgery Connect Console, if you want more staff answering appointment calls, this can be achieved in a matter of seconds.



## PRIORITISATION

Distribution groups can be assigned priorities which means calls to specified groups will take priority over others. For example, an emergency bypass number may target the same staff members as the main appointments line but can be given a higher priority to ensure those calls are answered as quickly as possible.

The distribution logic within each distribution group can also be defined, the default will be longest idle but you also have the options outlined in the table below.

<b>Longest Idle</b>	This will target the group members based on the length of time each user has been available without taking a call – the longest idle being targeted first.
<b>Top Down</b>	Each user is assigned a group priority, the call will then target the available users based on their priority setting – highest to lowest.
<b>Sim Ring</b>	All user's phones within the group that are available will ring at the same time, first to pick up their handset will take the call.



## WHISPER MESSAGE

Having staff as members of more than one distribution group is fairly common in a busy surgery and so you can apply whisper messages to each distribution group. On answer, the recipient of the call hears an announcement as to the type of call it is. "Appointments call..." or "Prescriptions call..." for example.

Call us today on

0800 977 8775

[sales@switchmedical.co.uk](mailto:sales@switchmedical.co.uk)

[www.switchmedical.co.uk](http://www.switchmedical.co.uk)

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## THE CALLER EXPERIENCE

As well as never receiving a busy tone, callers are informed of their current position within the distribution queue. Positions 1 to 10 are announced individually, "... more than 10.." should the caller be further down the queue.

Whilst queuing the caller can be played announcements of your choosing, alternative contact methods or advice, surgery news or seasonal health advice.



## YOUR VISIBILITY

Having an insight into the number of people calling your surgery is extremely important, the ability to assign more staff during particularly busy times benefits both your staff and your callers.

### The Wallboard

We supply a wall mounted display and a mini PC (additional Extension charge) allowing your staff to have a view of call volumes and current status of colleagues in real time.

### On Phone Queue Indicator

For handsets that are part of busy, inbound call groups a queue count indicator can be configured on the handset's display itself giving your staff a quick indication of the number of callers waiting to be answered without them having to look elsewhere or leave their desk.

### Surgery Connect Console

All staff will have a login for the Surgery Connect Console configured for them, should you wish them to use this console it can be set up with key, realtime queue indication figures outlining the number of patients calling and the maximum length of time those callers have been queueing.

## GROUP PICKUP

Should an unmanned phone ring as part of a distribution group call, any other phone can remotely answer the call by picking up the receiver and pressing the Group Pickup button. To aid this feature each distribution group can be given a distinct ringtone making calls that can be remotely answered easier to discern.

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