



# EXTENSION BUTTONS

## CHOOSE YOUR FEATURES

The functional requirements of a telephone extension varies throughout the surgery environment, whether used in reception, a consulting room, the admin team or the Practice Manager's office, each extension will likely benefit from bespoke functionality to aid day to day activity.

This is why Surgery Connect allows you to quickly and easily configure each extension button to cater for user needs.

Simply log into the configuration console, select the extension you wish to configure and assign the buttons as you please - these will be instantly applied to the extension when you click Save.



Button customisation



Line keys



<b>DND</b>	Toggle DND mode off and on.
<b>Switch Device</b>	Perfect for users who have a mobile phone number associated with their user and are often moving around the surgery, switch from desk to mobile instantly.
<b>Outbound Calls</b>	Perform manual dial and click to call outbound calls without being interrupted by inbound calls.
<b>Step In or Out</b>	Staff may often need to step out of distribution groups in order to perform certain tasks, or second line staff may need to step in to assist in busy periods, this button allows that to happen.
<b>Busy Lamp Field (BLF)</b>	Regularly contacted colleagues can have a BLF key assigned on the extension, this allows for quick, one button dialling and also gives the extension user a view of whether the contact is available to talk at any given time.
<b>Login or out</b>	To indicate to the rest of the service that you are not at your desk or contactable at all.
<b>Central Directory</b>	Allow any extensions you would like to have access to the organisation's centrally managed contact directory.
<b>History</b>	Toggles the button to look back through a list of recent calls.
<b>No Appointments</b>	COMING IN 2017 - Amends the information the caller hears when they ring in, if all of the appointments are taken for the day this will allow you to tell all callers so they do not have to queue to find this out.
<b>Triage</b>	COMING IN 2017 - Integrated with Surgery Connect's Intelligent Triage feature, this button puts the extension into Triage mode and will be in a position to start making calls to patients that have requested a call.

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