



# CALL FLOW OPTIONS

## EMERGENCY BYPASS

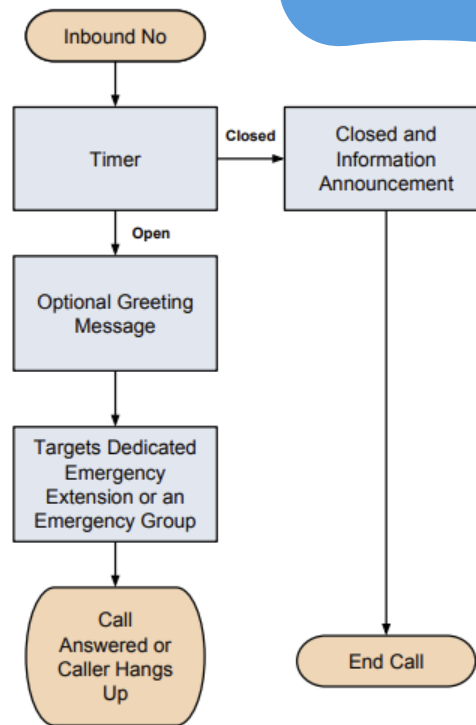
Essential for all numbers that require a route into surgery that must not be affected by the general patient call traffic. This is often a line for hospitals or specialists but can also be used as a cancellation hotline.

The lines will be controlled by a timer which can either match the opening times in place on your main number(s) or can operate to it's own time of day rules.

Should the caller dial the number when out of hours they will hear a message informing them of this and given information on when the line is open or an alternate communication route.

When in hours an optional greeting message can be played and the calls can either be directed to a dedicated emergency extension or if preferred an emergency distribution group containing a number of extensions. Should the group option be preferred a high priority setting can be added to the group meaning calls will reach extensions before those that are general patient calls.

The caller will continue to hear ringing until the call is either answered or the caller hangs up - there is no voicemail facility.



<b>Timer</b>	Access controlled by a timer, if closed an out of hours and information announcement is played and the call ends
<b>Greeting</b>	Option to play greeting or straight to transfer attempt
<b>Target</b>	Either target a dedicated Emergency Extension or an Emergency Group that has a high group priority meaning calls will reach extensions before general patient calls
<b>Ringing</b>	Plays standard ringing audio whilst attempting the user or group
<b>Outcome</b>	Call will either be answered or will end when the caller hangs up

Call us today on

0800 977 8775

sales@switchmedical.co.uk

www.switchmedical.co.uk