



CALL FLOW OPTIONS

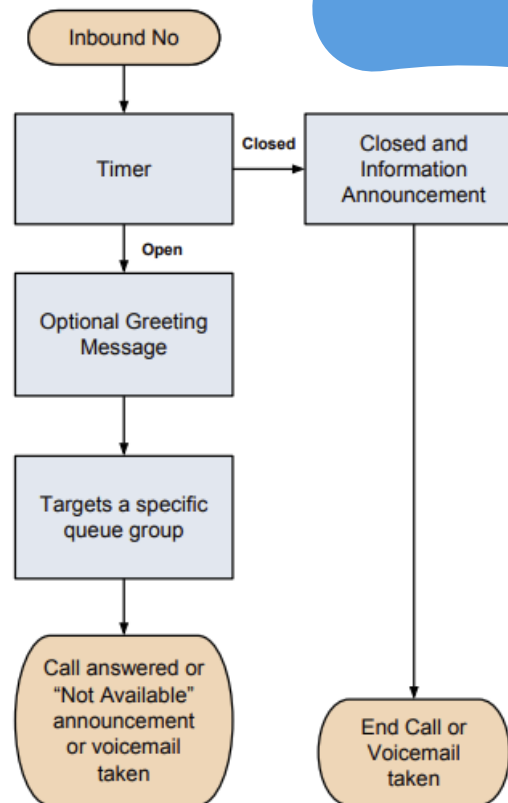
DEPARTMENTAL

The departmental call flow will allow inbound numbers to contact specific groups of extensions, you may have a dedicated number for your pharmacy or secretaries for example.

The numbers are controlled by a departmental timer, when out of hours the caller is informed of the fact, plus any other information you would like, the call will then end or you may take a voicemail that can be circulated via email to either a group administrator or to all the members of the group.

Should the call be within working hours you have the option of a greeting message before the call is distributed to the extensions allocated to the queue group that are active.

The call will either be answered or, if not answered, a "Not Available" announcement can be played or a voicemail can be left which can be emailed to the group administrator or all members of the group.



Number	Has a single number to single group relationship
Timer	Access controlled by a timer, if closed an out of hours and information announcement is played and the call ends
Greeting	Option to play greeting or straight to group transfer attempt
Ringling	Plays standard ringing audio whilst attempting the group
Outcome	Call will either be answered, will be played a "Not Available" message or sent to the group's voicemail box which will deliver the voicemail via email to either the group administrator or to all of the members of the group

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