

# AUTODND

Surgery Connect offers an AutoDND feature, which will set users as **Do Not Disturb** if they miss a certain number of group calls in a row.

We understand that receptionists and other patient facing staff are often multi tasking and have to leave their desks when fulfilling responsibilities other than answering incoming telephone calls.

AutoDND improves the performance of queue distribution, as the system will not try to send a call to a phone that won't be answered.



AutoDND works by monitoring the number of group calls in a row the user misses and automatically engages Do Not Disturb if the user hits the specified threshold of missed calls.

The system can send a notification email to both the user and specified admins when the AutoDND process happens. This assists Practice Managers with monitoring their staff and ensures the users start to take calls again as soon as they return to their desk.

As a fail safe, AutoDND will not be triggered if the user is the last person available in the group.

Returning to available once back at the desk can be done with just a single button press on the phone, or can be managed by the Manager via the Surgery Connect User Console.

Elements	Description
Configuration	Decide how many Group calls a User can miss before being put into DND.
Manager Notification	Specify one or more email addresses to be notified when a User has been put into DND automatically.
User Notification	Option to email a notification to the User that has been put into DND.
Phone Alert	A message appears on the phone screen to state that the extension has been put into AutoDND.

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