



Surgery Connect Calendar System

The Surgery Connect calendar system allows events to be added to the inbuilt calendar which will automatically alter the way your system handles calls.

At the highest level this will control the hours of operation of your surgery as a whole but is also able to control access to certain departments (test results are only available after 2pm for example), recognising a UK Bank Holiday or allowing non-standard routing due to internal training activity, the calendars ensure the caller is routed correctly and given the relevant information.

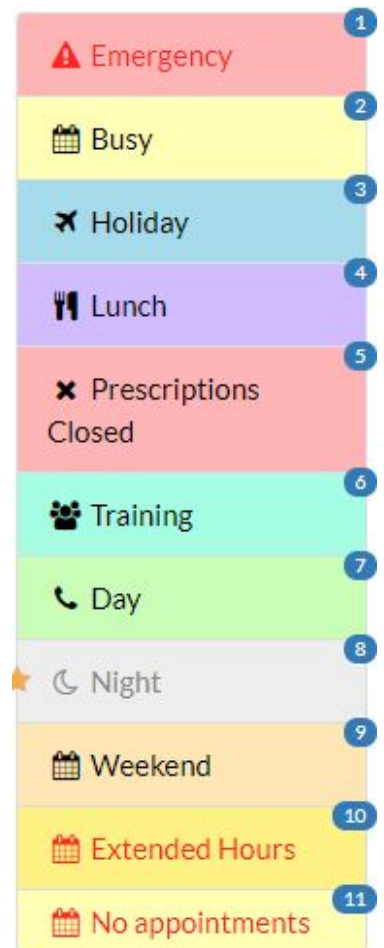
Unlimited Modes

Although your surgery operating hours will likely remain the same on a week to week basis there will also be the occasions that you need your telephone system to operate in a slightly different manner to the norm.

Surgery Connect refers to these different situations as modes and allows you to create as many of these as required. What the modes are called and the routing the mode leads to is your choice - some examples are to the right.

Some potential scenarios catered for by the Surgery Connect calendar system are :

- A department within your surgery needs to close early on planned dates, calls will not be put through to them and an announcement is played.
- The surgery is closing for an afternoon for staff training, an appropriate closed message is played to all callers.
- A UK Bank Holiday affects the normal opening days of the surgery. An appropriate information message is played to all callers.
- You would like to play a seasonal announcement to all callers



Automatic Bank Holiday Setting

Unless otherwise specified, Surgery Connect will automatically and regularly import the UK bank holiday dates as set out by the government, this will react to changes or additional national holidays the government might sanction so you never have to worry about the functionality of your telephone system on a Bank Holiday again.



Full Calendar Functionality

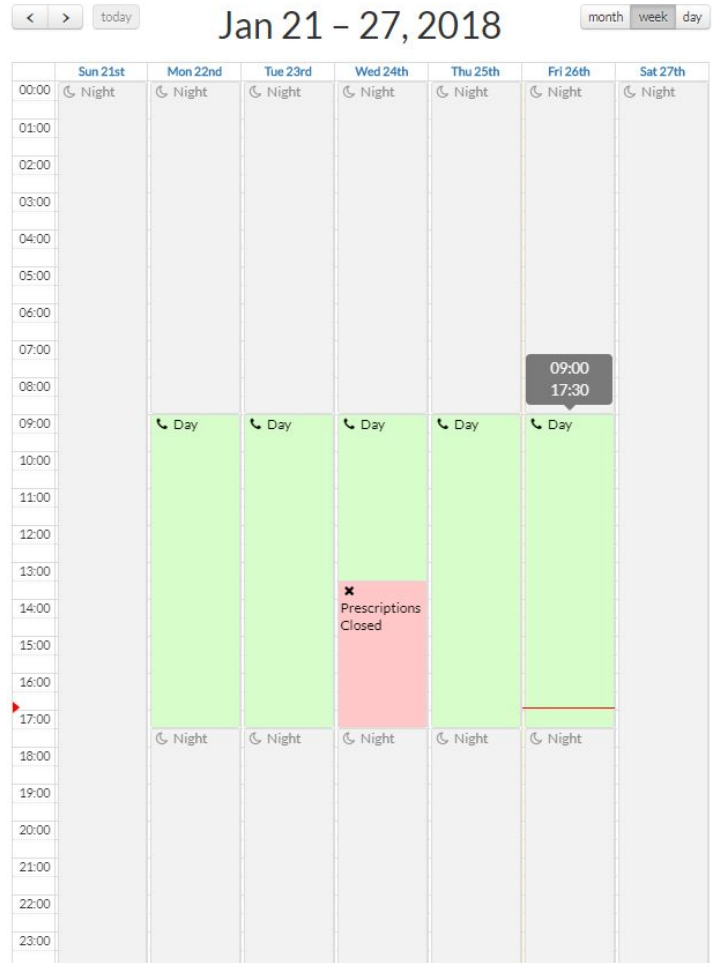
It's nice to make preparations now, safe in the knowledge that when the time comes things will operate as expected. Surgery Connect's Calendar system allows this to happen.

Drag and drop modes onto the calendar to instigate your routing preferences.

Request your event to repeat at varying intervals such as weekdays, every Tuesday, a specific date every month, a specific date in year etc.

All modes allow you to specify an audio prompt to play when the mode is actioned as well as the next routing step to take, whether that be to hang up or continue through to a menu or distribution group - there is endless flexibility.

Modes are also prioritised, so if there are clashes, the mode with the highest priority will always be actioned and, should the need arise in an emergency, all modes can be overridden allowing a quick switch to the emergency configuration.



Element	Description
Unlimited Modes	Create, name and define unlimited modes allowing unlimited routing rules.
Unlimited Calendars	Create unlimited calendars, all which can be configured exactly to your distinct requirements.
No Time Restrictions	Calendar events can be created at any point in the future.
Repeat Events	Create events that can be set to repeat at the desired intervals, every day, every work day, single day of week, single day of month, first Tuesday in the month etc.
Auto Bank Holidays	Surgery Connect import the latest Bank Holiday data from the government
Override	All calendars can be quickly overridden to a particular mode, excellent for emergency situations.