

# SURGERY CONNECT

## Calendars - amendments and prompts Webinar - Questions & Answers

### Q1. How do you change the priority order?

You can change the priority order when you are creating new modes.

Or to edit the priority order, go to the Configuration Console, click on Calendars, edit the Calendar in question by pressing the pencil icon. Once in the Calendar look at the top of the Modes list and you will see another pencil icon next to a + symbol, click on this pencil icon, this will then allow you to edit the order of the Modes by clicking and dragging them into the preferred order, once you are happy click Save.

Remember that the lower the number, the higher priority it has on the Calendar itself.

### Q2. Can you later summarise what different options are available depending on how you have accessed Calendars?

#### User Console

- Override the Calendar - using the pre-set modes eg: to emergency mode.

#### Service Delivery Console

- Create new calendars
  - Edit opening times
  - Bank Holidays auto added
  - Drag and drop modes/events
- Create new modes

#### Configuration Console

- Create new calendars
  - Copy existing hours from existing calendars
  - Set start and end times
  - Pick from available modes
  - Set repetition and frequency
  - Set a start and end date for the calendar
- Delete old calendars
- Create New Modes
  - Use modes to create new events
  - Set new events to reoccurring
  - Add bank holidays
  - Give mode a priority order
  - Mode switch added to xflow or existing menu
- Edit Modes
- Delete recurring events
  - Single event = Confirm
  - All = Delete All

## Q2. How do I test the X-flow?

### Service Delivery Console

The test number is usually displayed in the list with your main number. Dial the test number to hear what your patients would hear.

### X-Flow Console

Next to your main number, double click on the blue phone it will give you a test number to call. Dial the test number to hear what your patients would hear.

### Contact Information

For information, the main contact details which you may wish to note, for use after the 'Go Live' to your new Surgery Connect service are:

- **Training** requests should be emailed to [training@x-on.co.uk](mailto:training@x-on.co.uk)
- For **technical assistance**, contact our Service Desk by ringing tel. 0333 332 6633 or by using the Support Portal option <https://support.x-onweb.com/>

If you need to download any additional copies of user guides, quick reference information or phone prompt cards, these are available from the online Help Centre

<https://training.x-on.co.uk/instruction-guides.html>