



## Extension - Mobile

Surgery Connect's Mobile Extension is the perfect solution for surgeries that have out of hours emergency contact numbers or other routes through to staff that need the flexibility of being answered on a mobile phone.

We supply you with the smart phone and SIM meaning you can take away the need for staff to use personal mobile phones for answering and making work related calls.



## The Benefits

The Mobile Extension is fully integrated into the Surgery Connect product offering a perfect mix of freedom of movement coupled with many features that would not be available from an independently supplied mobile handset.

Benefit	Description
Call Recording	All calls, both in and out, are fully tracked and recorded for access just like any other call that is processed by the Surgery Connect system.
Call Queuing	If required, call queuing can be added to an emergency out of hours service, if the mobile phone is taking a call the second caller can be held in a queue until the phone becomes available.
Other Call Features	Staff using the mobile phone can utilise other Surgery Connect call features such as placing the caller on hold, pausing recording or transferring to other available on call staff.
CLI Display	The Caller Line Identification (CLI) is the number that is shown when dialling from a telephony device, Surgery Connect is able to show this as any number you would prefer, such as the inbound emergency out of hours number. This means no direct number for your staff is ever displayed when outbound calls are required.
UK Network Roaming	The Mobile Extension makes use of network roaming technology meaning should the mobile phone lose signal due to a network fault or being out of range it will always switch to the best available network in the area. Staff that have suffered mobile network issues previously will never be out of service again.
Visibility	Being fully integrated into the Surgery Connect product means that the device status can always be viewed with the Wallboard application or Surgery Connect Console (from which you can also click to call the device).
Free Calls	The unlimited UK landline and mobile calls package applies to calls made from the Mobile Extension.