



On-site Training

Once your Surgery Connect system is configured and installed we will arrange an on-site training day to talk through the key functionality and best use policies so you get the most out of your system. This would be hosted by one of our in-house trainers and consists of a 2 hour management training session followed by a maximum of three, 1 hour user training sessions.

Each session should have a maximum of 6 attendees, but we suggest the fewer the better.

Covering all aspects of the service from the inbound numbers and call flows, the appearance and use of the telephone interface, the associated consoles and management tools, right through to raising a support ticket.

With separate management and user focused sessions we ensure all relevant information is circulated to the right people.



Training Element	Description
Service Overview	A review of the inbound numbers and the call flows and caller experience associated with each, this will encompass an overview of the important Surgery Connect call flow elements such as timers, menus, groups, users and extensions.
Telephone Training	How to use the physical telephone, what the feature buttons do, dialling external and internal contacts, use of the extension module (if applicable), in call features (hold and transfer, call recording pausing etc).
Surgery Connect Console	An overview of the user level call management console, what functionality it offers and how to navigate around it.
Configuration Console	Detailed view of what the Configuration Console allows you to do, the different areas of configuration available and how it will affect the running of your Surgery Connect Service, how to achieve key tasks such as changing the default hours of business or scheduling a training day.
Monitoring	Viewing and interpreting the management tools such as the Wallboard or the Surgery Connect Console.
Support	The contact routes to the Surgery Connect Support department, raising and chasing trouble tickets, SLA and escalation paths.