Informing your Patients (Incl. Spare Numbers) Webinar - Questions & Answers

Q1. Can you change the hold music?

Yes,

In the Configuration Console you can upload your own music as a prompt, as an audio file and then you can set how long that runs.

To enhance the on hold experience for patients you can add music to multi queue items. When building your call flows please note you do not have to accept default music.

Don't forget you can always make detailed playlists and intersperse general information or seasonal specific messages between music and queue position messages.

The image below shows :

- QPA
- 30 seconds of music
- a message about a bank holiday
- 30 seconds of music
- back to the first item

and NO!

However, in X-flow, you can't upload the music directly to a prompt. You can create a standard prompt and upload music to it, but you can not specify how long the music will play, so it will play for the duration of the whole piece of music. This is something that our developers are working on improving.

Please make sure any music you use is royalty free. There are many websites that offer free downloads of royalty free music for you to choose from - www.youtube.com/audiolibrary for example.

Q2. Can you assign a voicemail to a spare number?

You can assign a voicemail to a spare number. If you wanted patients to ring and just leave messages for example. You can set up a dummy user, and set their voicemail to on.

You can then use that dummy user and their voicemail box within the x-flow.

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
- 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