

User Status

Light grey: logged on (Available)
 Dark grey: logged out (Not Available)
 Orange: Do Not Disturb (Not Available)

Call List

Green: Inbound calls
 Red: Callers Queueing
 Blue: Outbound Calls

Call State

Green: On a call
 Blue: On outbound call
 Yellow: Wrap up/call ending

Central Directory

Click to view both staff internal numbers, as well as commonly used External contact details (e.g. suppliers, hospital depts, consultants)

User Initials

Click to quickly change your own Status (e.g. Available, DND), step yourself in to one of your Groups or change phone/handset preference

The screenshot shows the SURGERY CONNECT user console. At the top, there's a notification about a license agreement. Below that is a search bar and a list of calls with columns for Started, Caller, Dialed, Queue, Answered by, and Duration. To the right is a 'Search User' panel with filters for Emergency Bypass, Healthcare Professionals, Reception, and Practitioners. At the bottom, there's a summary bar with statistics: Available Users (48), Ringing Now (0), Current Longest Queue (5s), Inbound Today (17), Missed Today (5), Abandoned Today (2), Answered Today (10), Q 5 min to 10 min (0), Q over 10 min (0), and Outbound Today (3).

Search User

Type in the first few letters of a user name to search for them

Missed/Abandoned Calls

Missed calls: caller has 'given up' queueing and put the phone down
 Abandoned calls: caller put phone down immediately, without selecting any options

Group Short Dial

Transfer calls or ring a group ('team') e.g. Reception
 The call can be picked up by any available User

User Short Dial

Transfer calls or ring a colleague using their Short Dial (DND and Logged Off users cannot be dialled)

Available Users

Click on/off to view staff not currently engaged on calls and available to help (see Staff List on right of screen)

Managers Only

Click User Name to manually 'step in' more users, to help answer calls (Users will need to be a member of more than one group)
 Example shows Debbie can be 'stepped in' to help the Appointments group (click on Group name to step in)

The screenshot shows the user profile for Debbie Johns (ID 201). It includes sections for Numbers (Work: 0333 123 4567, Mobile: 07514 123456, Temp: Softphone), User status (Available, Do Not Disturb, Logged Out, Outbound Calls), and Group management (Practitioners, Reception, Emergency Bypass).