

# Training Overview

XXXXXXXXXX - Trainer

User Training

Duration 1 Hour

If you could kindly remain muted during the session to reduce background noise.

I'll open the floor to questions at the end of each section, or you can use the chat panel to type questions as we go.

Slides and additional information will be shared after the session.

# Session Agenda

- Cloud Telephony
- Desk phone in the practice
- The Phonebar
- Calling internally
- Calling externally
- Active Patient options
- Appointments List
- Help & Support



**SURGERY CONNECT**

# Cloud telephony - differences & benefits

## Line Capacity

- No engaged tone and no limit to queueing for patients
- No capacity limit on outbound calls

## Visibility

- Real-time view of which staff are active and their current status

## Call Recordings

- All inbound and outbound calls recorded regardless of device used

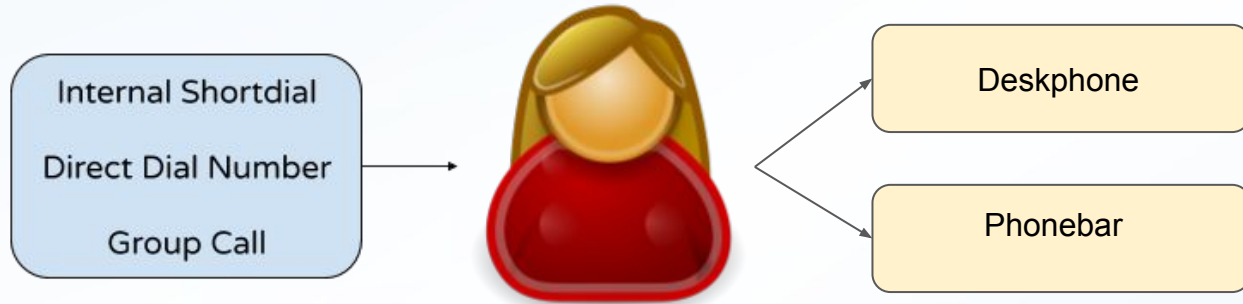
## Video Calling

- Switch from audio to video call in call

## Remote Working

- Staff can easily work remotely
- Staff can be located anywhere in practice

# Users Not Phones



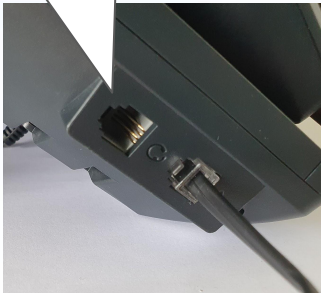
- It doesn't matter where people are located when you want to contact them
- It doesn't matter which device people are active on when you want to contact them

# Desk Phone in the Practice



# Using a headset

Plug a compatible headset into the socket on the left-hand side of the deskphone

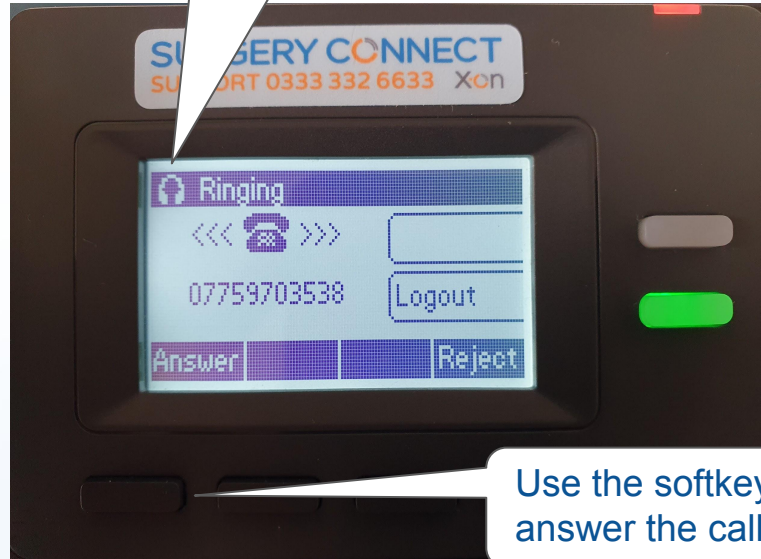


Press the Headset hardkey



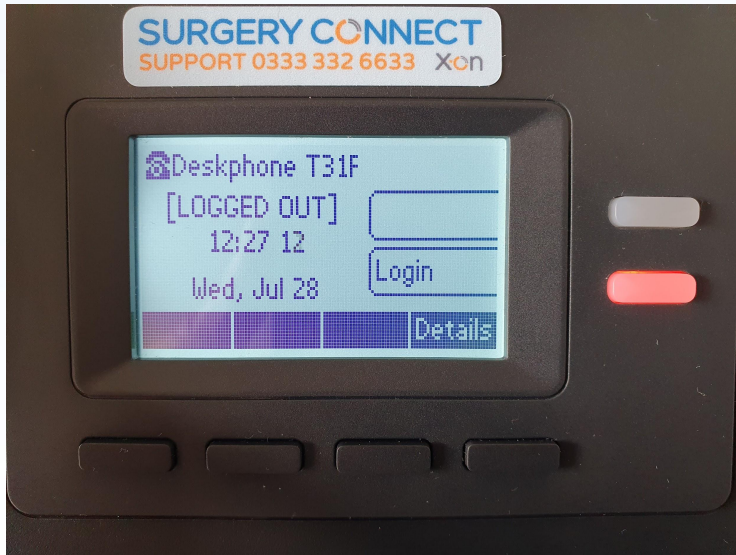
Check the headset icon shows at the top left-hand side of the screen

Red light will flash with incoming call



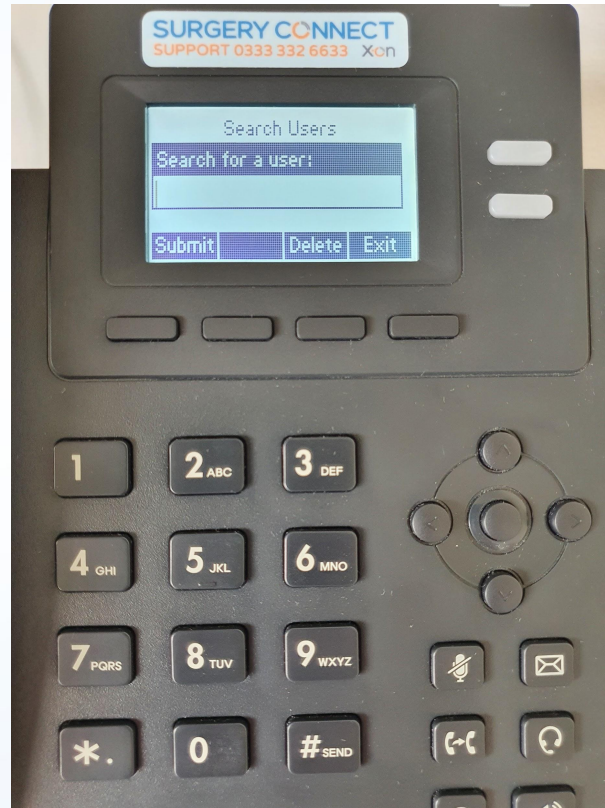
Use the softkey to answer the call

# Logging in on a Desk Phone

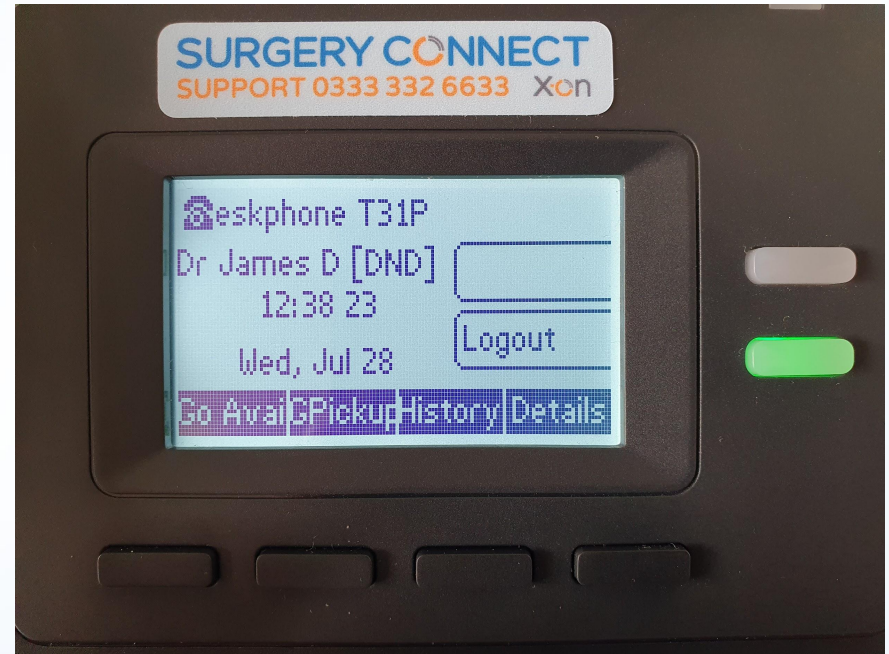
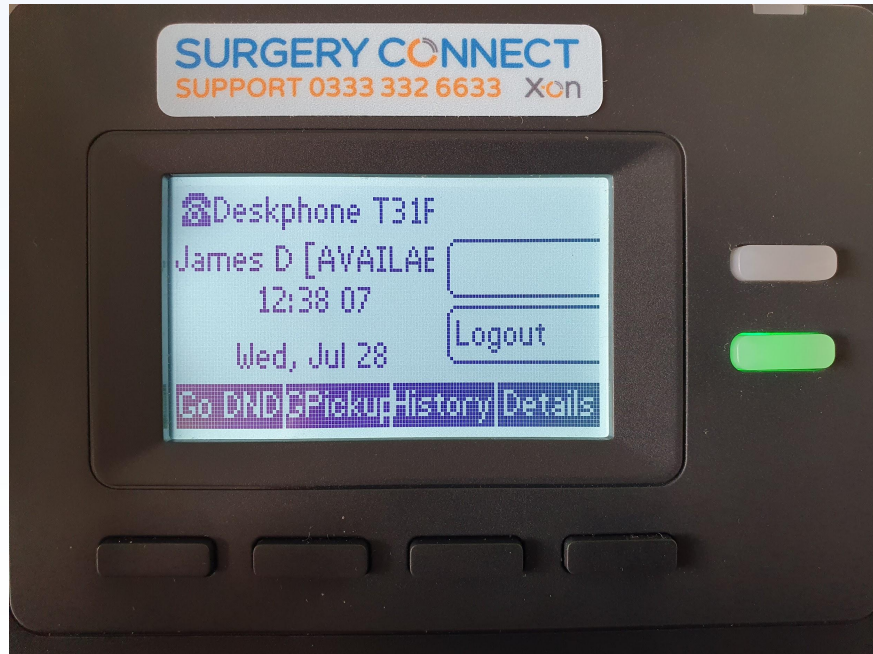


## Integration with Phonebar

Log in as usual to your clinical database and you will be automatically logged in to the Desk phone

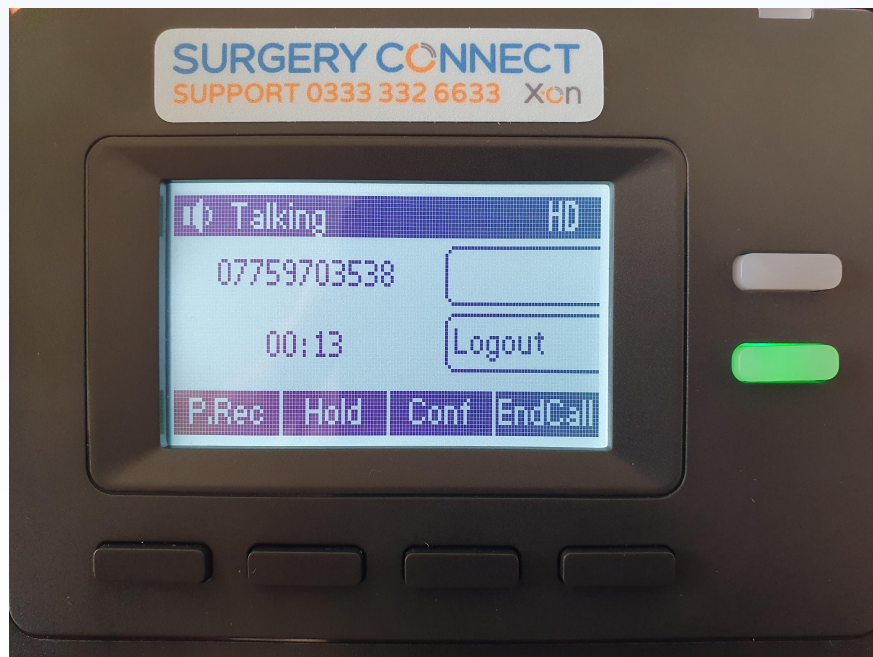


# Go DND and GPickup

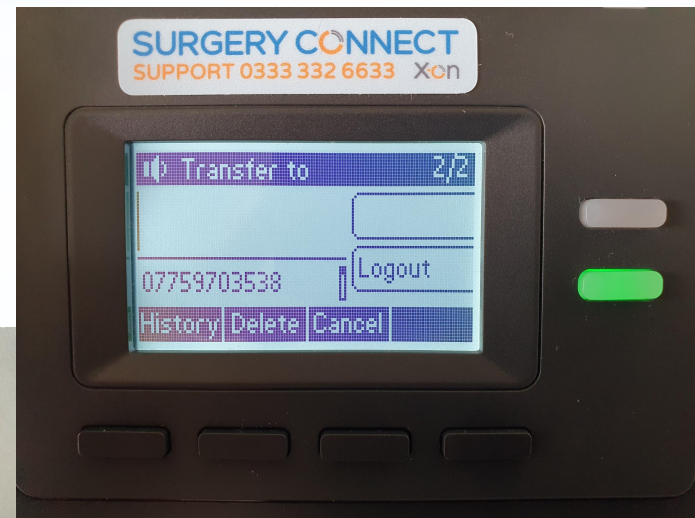
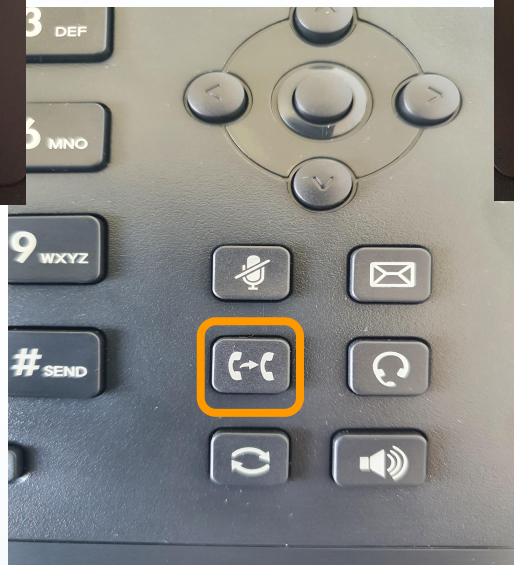
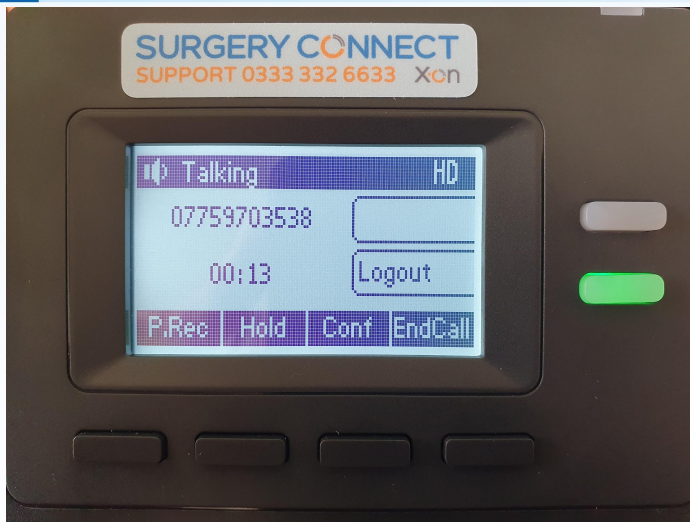




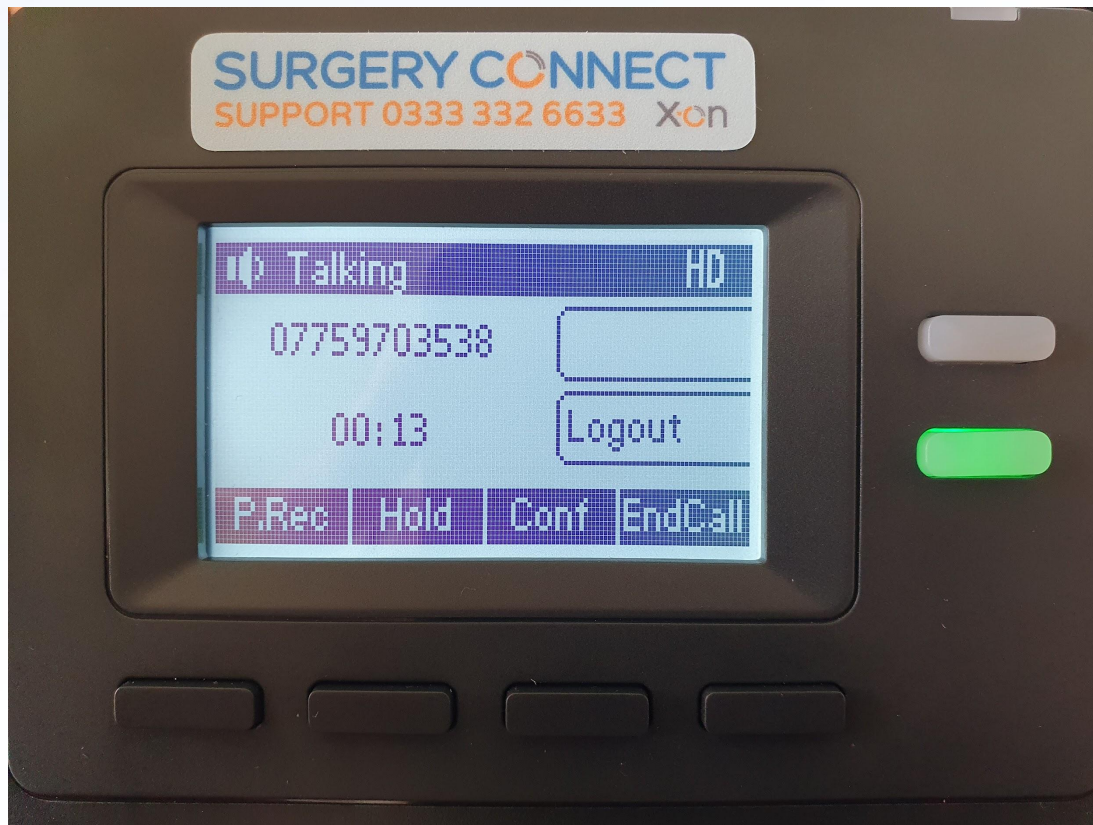
# Hold



# Transfer






# Pause Recording and Third Party Conferencing



# T31P Prompt Card



## SURGERY CONNECT *T31 Prompt Card*

### Hardkeys:

-  If using headset or  speaker press to connect/disconnect call
-  Last number redial  Listen to voicemail
-  Mute - caller can still be heard, but cannot hear agent



### Transfer call:

-  + short dial → If extension picks up, press  again to complete transfer
- If no answer **EndCall** and **Resume** to return to call

### Softkeys:

- Hold** Caller is on-hold and hears music **Resume** Resume call
- GPickup** Group pick up - press softkey then lift handset
- Go DND** Do Not Disturb **Go Avail** Extension again targeted for incoming calls
- Conf** Press during call, dial third party, press **Conf** again to connect all parties

# Phonebar

Active Patient Window

Appointments list

Expand to show phone controls



Access Help pages

Minimised

Patient Details

Contact options

Maximised

Phone controls

Settings Availability

**Mr John Smith** ✕

Age 50 (30/12/1971)

>>

● Available



# Accessing the Phonebar

Once downloaded, the Phonebar will have a shortcut on your desktop.



Once set up, it will start automatically when you log in to the PC and will connect to the clinical database when you log in.



# Accessing the Phonebar

The screenshot displays the EMIS Web Health Care System interface. At the top, the window title is "EMIS Web Health Care System - Test Organisation - 28824". Below the title bar, a yellow notification bar indicates "New priority Workflow Items received - GP2GP". The main content area is divided into several sections:

- Quick Launch Menu:** Contains links for Care Record (Summary, Medication), Consultations, Investigations, Workflow (Workflow Manager), Appointments (Appointment Book, Planner), Registration, and Reporting (Population Reporting).
- Organisation Notepad:** A text area with a message: "Click the 'Add Organisation Note' button at the top of this section to add a note to your organisation's notepad."
- Latest Updates from EMIS Now:** A news section with several articles:
  - The EMIS Practice Handbook:** Available on EMIS Now, providing an overview of support services, learning, and training opportunities. (Monday 06 June 2022)
  - Registering new & returning patients:** A free EMIS Live session to help users identify the most efficient process to register new and returning patients. (Tuesday 31 May 2022)
  - Patient mismatches & PDS synchronisation:** A free EMIS Live session to assist users with the correct actions to take in order to synchronise patients with the PDS. (Thursday 19 May 2022)
  - Update on EMIS Web system performance:** We've published a further update on EMIS Web system performance and what we're... (Tuesday 10 May 2022)

At the bottom of the screen, the Windows taskbar is visible, showing the Phonebar icon (a blue circle with a white telephone handset) next to the Start button and other system icons. A speech bubble points to this icon with the text: "The Phonebar will show as an icon in front of the clinical database attached to your taskbar".

System information at the bottom of the window includes: NHS Practice Manager Role, D. James (Dr), Organisation: Test Organisation, Location: X-on medical centre (demo).

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A callout box in the bottom right corner contains the text: "The Phonebar can be moved from side to side by clicking and dragging to the new position". The Phonebar is located at the bottom of the screen, showing icons for Home, Search, and Help.

At the bottom of the screen, the NHS logo is visible on the left, and the user's role and location are displayed: "Practice Manager Role | D. James (Dr) | Organisation: Test Organisation | Location: X-on medical centre (demo)".



# Phonebar Icons

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At the bottom of the screen, a phonebar contains several icons. A callout bubble points to the help icon (a question mark) with the text: "Find help articles for using Surgery Connect by clicking the Surgery Connect logo".

The bottom status bar shows: NHS | Practice Manager Role | D. James (Dr) | Organisation: Test Organisation | Location: X-on medical centre (demo)

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At the bottom of the screen, the phonebar contains several icons: a grid of small icons, a user profile icon, a calendar icon, and a help/question mark icon. A speech bubble points to the calendar icon with the text: "Access your appointments list, and call patients directly from there, using the Appointments List icon".

At the bottom left, the footer shows: "NHS Practice Manager Role | D.James (Dr) | Organisation: Test Organisation | Location: X-on medical centre (demo)".

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At the bottom of the screen, the phonebar contains several icons: a grid of small icons, a user profile icon, a calendar icon, and a help/question mark icon. A speech bubble points to the user profile icon with the text: "See the communication options for the currently selected patient using the Active Patient icon".

The footer of the interface shows: "NHS Practice Manager Role | D. James (Dr) | Organisation: Test Organisation | Location: X-on medical centre (demo)".

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- RSS Feed:** A section with a green refresh icon and a message: "The RSS feed has failed to load."

At the bottom of the screen, the phonebar is visible, containing icons for a keypad, a user profile, a calendar, and a help/question mark. A speech bubble points to these icons with the text: "Expand the Phonebar to see the phone controls by clicking on the keypad icon".

At the bottom of the page, the footer includes: "NHS Practice Manager Role | D. James (Dr) | Organisation: Test Organisation | Location: X-on medical centre (demo)".

# Phonebar Icons

The screenshot shows the EMIS Web Health Care System interface. At the top, there's a navigation bar with the EMIS logo and system information. Below that, a yellow banner indicates 'New priority Workflow Items received - GP2GP'. The main content area is divided into several sections: a 'Quick Launch Menu' on the left, an 'Organisation Notepad' in the center, and a 'Latest Updates from EMIS Now' section on the right. The 'Quick Launch Menu' includes options like 'Care Record', 'Medication', 'Workflow Manager', 'Appointment Book', 'Registration', and 'Reporting'. The 'Organisation Notepad' contains a message about adding notes. The 'Latest Updates' section lists several news items, including 'The EMIS Practice Handbook', 'Registering new & returning patients', 'Patient mismatches & PDS synchronisation', and 'Update on EMIS Web system performance'. At the bottom, there's a 'Phonebar' with several icons and a text input field.

Ver: 9.14.3.0000 (Microsoft Windows 10 Pro 64-bit)  
Last sign in: 07-Jun-2022 14:50  
Last Local Backup: 14-Mar-2022 on 11-Mar-2022 09:27 [Run Backup](#)

**Quick Launch Menu**

- Care Record
  - Summary
  - Medication
- Workflow
  - Workflow Manager
- Appointments
  - Appointment Book
- Registration
  - Registration
- Reporting
  - Population Reporting

**Organisation Notepad**

Click the 'Add Organisation Note' button at the top of this section to add a note to your organisation's notepad.

**Latest Updates from EMIS Now**

**News** Monday 06 June 2022

**The EMIS Practice Handbook**  
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**RSS Feed**

The RSS feed has failed to load.  
Refresh the feed or click Configure RSS Feed to configure your RSS feed.

**Phonebar Icons:**

- Select the device to use:** A dropdown menu icon on the left of the phonebar.
- Access contact numbers in the directory or via the call history:** A phone icon in the center of the phonebar.
- Choose your system settings:** A gear icon on the right of the phonebar.
- Set your availability to receive calls:** A status indicator (currently 'Available') on the right of the phonebar.

NHS Practice Manager Role | D. James (D) | Organisation: Test Organisation

# Phone Controls

The screenshot displays the EMIS Web Health Care System interface. At the top, the browser title is "EMIS Web Health Care System - Test Organisation - 28824". Below the title bar, a yellow notification bar indicates "New priority Workflow Items received - GP2GP".

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- RSS Feed:** A section at the bottom of the news feed with a message: "The RSS feed has failed to load. Refresh the feed or click Configure RSS Feed to configure your RSS feed."

A callout box with the text "Set your availability for calls" points to the "User Status" dropdown menu in the bottom right corner. The "User Status" menu is open, showing the following options:

- Available (Selected)
- Direct Calls Only
- Do Not Disturb
- Away

The bottom of the screen shows a taskbar with various icons, including a phone icon, a user icon, and a status indicator set to "Available".

# Phone Controls

EMIS Web Health Care System - Test Organisation - 28824

GP2GP - 17 (17)

New priority Workflow Items received - GP2GP

emismWeb

Ver: 9.14.3.0000 (Microsoft Windows 10 Pro 64-bit)  
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Configure Homepage

Support Centre My Incidents EMIS Health

Quick Launch Menu

Care Record

- Summary
- Medication
- Consultations
- Investigations

Workflow

- Workflow Manager

Appointments

- Appointment Book
- Planner

Registration

- Registration

Reporting

- Population Reporting

Organisation Notepad

Click the 'Add Organisation Note' button at the top of this section to add a note to your organisation's notepad.

Latest Updates from EMIS Now

News Monday 06 June 2022

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RSS Feed

The RSS feed has failed to load.  
Refresh the feed or click Configure RSS Feed to configure your RSS feed.

Select Device

- Desktop app (here) Softphone
- Forward to mobile 07759 703538
- Desk Phone Deskphone T31P ✓

Click the device icon

Select the device from those available on your profile

NHS Practice Manager Role | D. James (D) | Organisation: Test Organisation

Enter phone number

Available

# Phone Controls

The screenshot displays the EMIS Web Health Care System interface. The main window title is "EMIS Web Health Care System - Test Organisation - 28824". The interface includes a navigation menu on the left, a central content area, and a right-hand sidebar with news and updates.

**Search for your colleagues and see their availability**

The "Colleagues" panel is open, showing a search bar and a list of users with their availability status:

- Appointments:** Dr Lorna (Available), Dr Melissa A (Available)
- General Enquiries:** Dr Bensley (Available)
- Hotdesk Group:** (Available)

**Make a call using the Call icon for available Users**

The bottom of the interface features a phone control bar with a "Call" icon (a telephone handset) and a status indicator showing "Available".



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A "Call History" pop-up window is overlaid on the interface, showing a search bar and a list of call records:

Call History		
Search...		
Older		
07947 810483	Fri	[Phone Icon]
Dr James D	Fri	[Phone Icon]
Dr Lorna	Fri	[Phone Icon]
Dr Lorna	Fri	[Phone Icon]
Dr James D	Fri	[Phone Icon]
Dr James D	Fri	[Phone Icon]
Dr Lorna	Fri	[Phone Icon]

A speech bubble points to the "Call History" pop-up with the text: "See your Call History and dial numbers from there".

The bottom of the interface features a navigation bar with the following elements:

- NHS logo
- Practice Manager Role
- User: D. James (D)
- Organisation: Test Organisation
- Navigation icons: Home, Phone, Refresh, Settings, Available, Profile, Calendar, Help

# Phone Controls

The screenshot displays the EMIS Web Health Care System interface. At the bottom, a call control bar is visible with the following elements:

- Call duration: 00:15
- Call status: Talking
- Caller name: Dr James D
- Call control icons: Forward, End Call, Mute, Video Call, Hold
- System status: Available
- User profile icons: User, Calendar, Help

Four callouts provide instructions for using the call control bar:

- When a call is presented, you may see patient names displayed** (points to the caller name 'Dr James D')
- Answer by clicking the green phone icon** (points to the green phone icon)
- Transfer the call** (points to the forward icon)
- Put the call on Hold** (points to the red phone icon)

The background interface includes:

- Header: GP2GP - 17 (17), New priority Workflow Items received - GP2GP
- System Info: Ver: 9.15.4.0000 (Microsoft Windows 10 Pro 64-bit), Last sign in: 14-Jun-2022 09:48, Last Local Backup: 14-Mar-2022 on 11-Mar-2022 09:27
- Quick Launch Menu: Care Record (Summary, Medication), Workflow (Workflow Manager), Appointments (Appointment Book), Registration (Registration), Reporting (Population Reporting)
- Organisation Notepad: G, Mihai (Reverend), 16-Jun-2022 17:48 (It was a good day.), HARNESS, Test (M), 16-Jun-2022 10:32 (Have a good day :))
- Latest Updates from EMIS Now: Data Saves Lives strategy launched (Friday 17 June 2022), The EMIS Practice Handbook (Monday 06 June 2022), Update on EMIS Web system performance (Tuesday 10 May 2022), Changes to EMIS Support - April update (Monday 11 April 2022)
- RSS Feed: The RSS feed has failed to load. Refresh the feed or click Configure RSS Feed to configure your RSS feed.

# Phone Controls

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Four call control icons are highlighted with callouts:

- Record icon:** Pause a call recording by clicking the Record icon
- Transfer icon:** Transfer the call
- Hold icon:** Put the call on Hold
- Microphone icon:** When a call is connected, you will see call control icons

The interface also shows a 'Quick Launch Menu' on the left, an 'Organisation Notepad' in the center, and a 'Latest Updates from EMIS Now' section on the right. The 'Quick Launch Menu' includes options like Care Record, Summary, Medication, Workflow, Appointment Book, Registration, and Reporting. The 'Organisation Notepad' shows a list of notes, including one from 'G, Mihal (Reverend)' dated 16-Jun-2022 17:48 and another from 'HARNESS, Test (M)' dated 16-Jun-2022 10:32. The 'Latest Updates from EMIS Now' section includes news items such as 'Data Saves Lives strategy launched', 'The EMIS Practice Handbook', 'Update on EMIS Web system performance', and 'Changes to EMIS Support - April update'.

# Phone Controls

The screenshot shows the EMIS Web Health Care System interface. At the bottom, a taskbar contains several icons for call control. Five callout boxes point to these icons with the following text:

- Access the keypad**: Points to the keypad icon (a grid of dots).
- Mute your microphone**: Points to the microphone icon with a slash through it.
- Send the SMS link for a video call**: Points to the video call icon (a camera with a plus sign).
- End the call**: Points to the red phone receiver icon.

The interface also displays a navigation menu on the left, an 'Organisation Notepad' with patient notes, and a 'Latest Updates from EMIS Now' section on the right. The system status bar at the bottom shows 'Talking', 'Dr James D', and 'Available'.

# Settings

The screenshot displays the EMIS Web Health Care System interface. At the top, the title bar reads "EMIS Web Health Care System - Test Organisation - 28824". Below the title bar, a yellow notification bar states "New priority Workflow Items received - GP2GP".

The main content area is divided into several sections:

- Quick Launch Menu:** Contains links for Care Record (Summary, Medication), Consultations, Investigations, Workflow (Workflow Manager), Appointments (Appointment Book, Planner), Registration, and Reporting (Population Reporting).
- Organisation Notepad:** A text area with a message: "Click the 'Add Organisation Note' button at the top of this section to add a note to your organisation's notepad."
- Latest Updates from EMIS Now:** A list of news items:
  - News** (Monday 06 June 2022): [The EMIS Practice Handbook](#). The EMIS Practice Handbook is available on EMIS Now, providing a full overview of our support services, learning and training opportunities, and ways to contact us. [Read more...](#)
  - News** (Tuesday 31 May 2022): [Registering new & returning patients](#). This free EMIS Live session is to help users identify the most efficient process to register new and returning patients. [Read more...](#)
  - News** (Thursday 19 May 2022): [Patient mismatches & PDS synchronisation](#). This free EMIS Live session is to assist users with the correct actions to take in order to synchronise patients with the PDS. [Read more...](#)
  - News** (Tuesday 10 May 2022): [Update on EMIS Web system performance](#). We've published a further update on EMIS Web system performance and what we're...
- RSS Feed:** A message stating: "The RSS feed has failed to load. Refresh the feed or click Configure RSS Feed to configure your RSS feed."

A callout box with a blue border and white background is positioned in the lower center of the screen. It contains the text: "Change how the Phonebar interacts with the clinical database in Settings". A line from the bottom right corner of this box points to the settings gear icon in the bottom right corner of the application window.

The bottom of the screen shows a blue navigation bar with the following elements from left to right: a right-pointing arrow, a phone icon, a text input field containing "Enter phone number", a person icon, a refresh icon, a settings gear icon, a green "Available" status indicator, a user profile icon, a calendar icon, and a help icon.

# Settings

EMIS Web Health Care System - Test Organisation - 28824

GP2GP - 17 (17)

New priority Workflow Items received - GP2GP

Ver: 9.15.4.0000 (Microsoft Windows 10 Pro 64-bit)  
Last sign in: 10-Jun-2022 14:35  
Last Local Backup: 14-Mar-2022 on 11-Mar-2022 09:27 [Run Backup](#)

**emisWeb**

Quick Launch Menu

Care Record

- Summary
- Medication
- Consultations
- Investigations

Workflow

- Workflow Manager

Appointments

- Appointment

Registration

- Registration

Reporting

- Population Reporting

Settings

Dr James D

APPLICATION PREFERENCES

**Quick File**

Gives you the option to quickly file a call or SMS to the EMIS record, without having to go to Contact history.

**Find patient record for incoming calls**

Look up the EMIS patient record of the caller when you receive an incoming call.

**Auto login**

Automatically log into your deskphone when you start the Surgery Connect application.

On  
Automatically log me in on the phone.

Confirm  
Ask me what to do each time.

File communications as soon as it's complete using Quick File

Use the Phonebar to log in to a deskphone

Automatically search the clinical database on inbound calls

EMIS Now My Cases EMIS Health

Thursday 09 June 2022

customising EMIS Web Consultations

ve session is to assist new and existing EMIS Web users with the igation for Consultations

Read more...

orkflow Manager for efficiency

ve session is to Workflow Man

Practice Handbook

Handbook is es, learning

S Web system performance

a further update on EMIS Web system performance and what we're

failed to load.

or click Configure RSS Feed to configure your RSS feed.

NHS Practice Manager Role | D. James (Dr) | Organisation: Test Organisation

Enter phone number

Available

# Active Patient options

The screenshot displays the EMIS Web Health Care System interface for a GP2GP user. The top navigation bar shows the user's name and role, and the system title. A yellow banner indicates 'New priority Workflow Items received - GP2GP'. The main content area is divided into several sections:

- Quick Launch Menu:** Contains links for Care Record (Summary, Medication), Workflow (Workflow Manager), Appointments (Appointment Book), Registration (Registration), and Reporting (Population Reporting). It also includes links for Consultations and Investigations.
- Organisation Notepad:** A text area with a message: 'Click the 'Add Organisation Note' button at the top of this section to add a note to your organisation's notepad.'
- Latest Updates from EMIS Now:** A news feed with several items:
  - The EMIS Practice Handbook:** Available on EMIS Now, providing an overview of support services, learning, and training opportunities. Dated Monday 06 June 2022.
  - Registering new & returning patients:** A free EMIS Live session to help users identify the most efficient process to register new and returning patients. Dated Tuesday 31 May 2022.
  - Patient mismatches & PDS synchronisation:** A free EMIS Live session to assist users with the correct actions to take in order to synchronise patients with the PDS. Dated Thursday 19 May 2022.
  - Update on EMIS Web system performance:** A further update on EMIS Web system performance and what we've published. Dated Tuesday 10 May 2022.
- RSS Feed:** A section with a message: 'The RSS feed has failed to load. Refresh the feed or click Configure RSS Feed to configure your RSS feed.'

A callout box with a blue border and white background is positioned over the bottom right of the interface, containing the text: 'See the communication options for the patient currently active in the clinical database'. The callout box has a pointer pointing towards the bottom right corner of the screen, specifically towards the 'Available' button in the bottom navigation bar.

The bottom navigation bar includes a search field with the placeholder text 'Enter phone number', a settings gear icon, a status indicator 'Available', and several other icons for user profile, calendar, and help.

# Active Patient options

The screenshot displays the EMIS Web Health Care System interface. The top navigation bar includes the 'ems' logo and the text 'EMIS Web Health Care System - Test Organisation - 28824'. A yellow banner at the top indicates 'New priority Workflow Items received - GP2GP'. The left sidebar contains a 'Quick Launch Menu' with categories: Care Record (Summary, Medication, Consultations, Investigations), Workflow (Workflow Manager), Appointments (Appointment Book, Planner), Registration (Registration), and Reporting (Population Reporting). The main content area is divided into three panes: 'Organisation Notepad' (with a note about adding notes), 'Latest Updates from EMIS Now' (featuring news about the EMIS Practice Handbook and patient registration), and 'RSS Feed' (with a loading error message). A central callout box highlights keyboard shortcuts: Ctrl+Shift+H and Ctrl+Shift+M. A bottom toolbar shows a patient profile for 'Mr John Smith' (Age 50, 30/12/1971) with icons for phone, email, camera, video call, and refresh. The bottom status bar includes 'NHS Practice Manager Role', 'D. James (D)', 'Organisation: Test Organisation', and a toolbar with 'Enter phone number', 'Available', and other icons.

Use keyboard Shortcuts to make a call

See the communication options for the patient currently active in the clinical database

- Call the active patient's Home Number.
- Call the active patient's Mobile Number.



# Appointments List

emisWeb Health Care System - Test Organisation - 28824

GP2GP - 17 (17)

New priority Workflow Items received - GP2GP

Ver: 9.14.3.0000 (Microsoft Win) Last sign in: 07-Jun-2022 14:52 Last Local Backup: 14-Mar-2022

Support Centre My Incidents EMIS Health

Monday 06 June 2022

adbook  
ook is available on EMIS Now, providing a full overview of ning and training opportunities, and ways to contact us. Read more...

Tuesday 31 May 2022

urning patients  
n is to help users identify the most efficient process to g patients Read more...




































Thursday 19 May 2022

ad. figure RSS Feed to configure your RSS feed.

Appointments

Session: telephone call back (00:00-00:00) (Dr Lato) Date: Today REFRESH

SMS ALL PATIENTS

Actioned	Time ↓	Patient	Date of birth	Contact options
<input type="radio"/>	08:00	Mr Gareth Blinx	01/06/1988	    
<input type="radio"/>	10:00	Mr Gareth Blinx	01/06/1988	    
<input type="radio"/>	10:10	Mr Gareth Blinx	01/06/1988	    
<input type="radio"/>	10:20	Mr Gareth Blinx	01/06/1988	    
<input type="radio"/>	10:30	Mr Gareth Blinx	01/06/1988	    
<input type="radio"/>	10:40	Mr Gareth Blinx	01/06/1988	    
<input type="radio"/>	10:50	Mr Gareth Blinx	01/06/1988	    

Select the correct list

Contact the patients directly from the list

View your appointments list

Practice Manager Role | D.James (D) | Organisation: Test Organisation

Enter phone number

Available

# Phonebar Prompt Card

## SURGERY CONNECT

### The Phonebar Prompt Card

»  Available

#### Getting Started

Expand the Phonebar using the dialler icon.

Set your device.

Set your User status. See online Help by clicking?

#### Settings

Click the Settings icon to choose how Phonebar works with your clinical database.

#### Receiving calls

Answer or reject an incoming call

#### Hold

Put the call on hold (hold icon will pulse), click again to resume the call.

#### Making calls

Type in the number and click or search and select from the directory (internal or Central Directory) or Call History and use the call button.

**There's no need to dial anything for an outside line.**

#### Transfer a call

Click

Select from your colleagues, Central Directory, Call History or dial the number to transfer to.

Complete or cancel the Transfer

#### Video Call

You can initiate, or convert a call to a video call. Click

Start a video call

Click **Send Invite** to send the SMS to the caller's mobile.

#### Active Patient

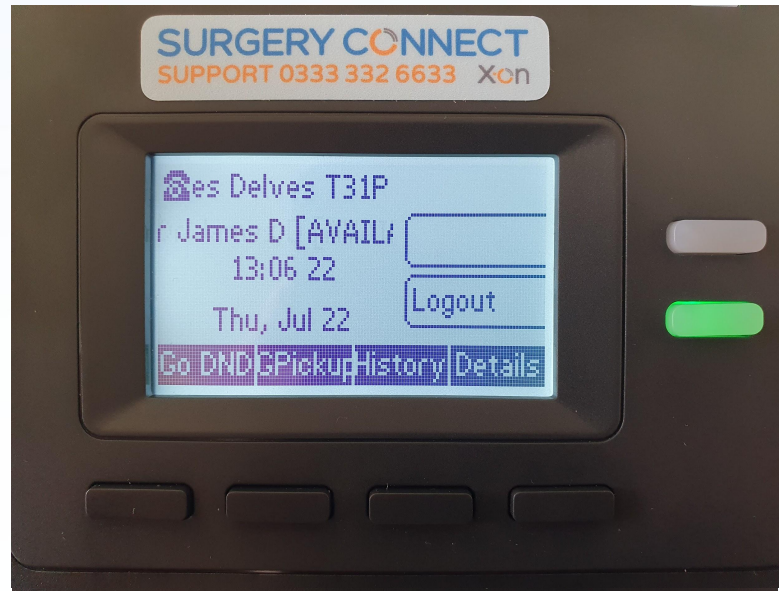
Call, SMS, request a photograph or video call the current active patient. File the communication using the Contact History.

#### Appointment List

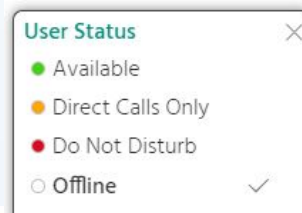
Clinicians can work through their appointment lists using the same communication options as those for an active patient.

# Log out

- Handset



- Phonebar



# Help & Support

## Pre Go Live

- Call Service Delivery 03333320155
- Email [servicedelivery@x-on.co.uk](mailto:servicedelivery@x-on.co.uk)

## After Go Live

- Call Support **0333 332 6633**
- Support Portal

## Training

- Call 0333 332 6777
- Email [training@x-on.co.uk](mailto:training@x-on.co.uk)

# User Console

sso.x-onweb.com

## Call List

## User List

Started	Caller	Dialled	Queue	Answered by	Duration
09:10	07542 596569	Main Number			Answered: 47s
09:09	07807 641743	Main Number			Menu: 5s
09:07	Dr N Browne	07772 535646			Call Out: 3m 3s
09:07	07445 952762	Main Number	Reception		Queuing: 2m 8s
09:01	07909 596710	Main Number	Reception		Queuing: 7m 54s
09:00	07754 883299	Main Number	Reception (Hayley Fearnley)	Hayley Fearnley	Call In: 4m 8s
09:02	Michael Poplawski	07711 830331			Call Out: 8m 24s
09:02	07843 926057	Main Number	Reception		Queuing: 7m 4s
09:09	Victoria McGrath	Kathryn Thomas		Kathryn Thomas	
09:09	Victoria McGrath	Kathryn Thomas		Kathryn Thomas	
09:07	Unknown	Main Number			
08:58	07925 012472	Main Number	Reception (3m 22s)	Hayley Fearnley	
08:57	Dr N Browne	07807 641743			
09:02	07946 748583	Main Number	Reception (11s)		
08:48	07712 537981	Main Number	Reception (8m 8s)	Hayley Fearnley	

Emergency Bypass 333

HB 223 Hayley Bay...	JC 229 Jo Cliff
KT 216 Kathryn Tho...	VM 224 Victoria Mc...
WS 221 Wendy Sou...	

Healthcare Professionals 300

HB 223 Hayley Bay...	HF 250 Hayley Fear...
JC 229 Jo Cliff	

Reception 301

HB 223 Hayley Bay...	HF 250 Hayley Fear...
JC 229 Jo Cliff	

No group

AA 220 Alison Aldred	DJ 201 Debbie John...
DE 205 Dr Eleanor ...	DF 206 Dr F Awan
DN 213 Dr N Browne	DN 207 Dr N Green
DZ 204 Dr Z William	GT 208 GP Trainee
JY 227 Jaime Yates	JH 219 Jane Haslam
JB 228 Joanne Brown	KC 222 Katherine C...
KF 214 Kerry Fearick	MP 310 Michael Pop...
MC 220 Mohammad	NF Nicholas Fernandez

Available Users <b>8</b>	Queued Now <b>3</b>	Current Longest Q <b>7m 53s</b>	Inbound Today <b>28</b>	Q over 10 min <b>0</b>	Avg Q Last Hour <b>4m 46s</b>	Q Busters Now <b>0</b>	Longest Q Buster <b>0</b>
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Available ⌵

# Help

[Many training webinars available online - Click Here](#)

Pre Go

- C
- E

After G

- C
- S

	Started	Caller	Dialled	Queue	Answered by	Duration
	12:18	07733 102997	Main Number			Answered: 5s
	12:17	X-on Main Number	Main Number			Menu: 1m
	12:16	07759 703538	Main Number	Appointments		Queuing: 1m 5s
	12:10	Martha Jones	Main Number	Appointments (4m 38s)	Jack Harkness	Call In: 2m 50s
	12:08	07949 436207	Main Number	Appointments		On hold: 4s
	12:06	Deirdre Mobile	Main Number	Appointments (8s)	Jo Grant	Call In: 11m 40s
	12:06	Rose Tyler	07947 810483			Call Out: 12m 10s
	12:16	07733 102997	Main Number	Reception (41s)		
	12:09	07759 703538	Main Number	Appointments (2m 53s)		
	12:10	07733 102997	Main Number	Reception (40s)		
	11:36	Deirdre Mobile	Main Number	Appointments (39s)	Jo Grant	
	11:27	Jack Harkness	07759 703538			
	11:26	Jack Harkness	Appointments	Appointments (11s)		
	11:26	Jack Harkness	Appointments			
	10:26	07947 810483	Rose Tyler		Rose Tyler	

Available Users	Queued Now	Current Longest Q	Inbound Today	Answered Today	Missed Today	Average Talk Time	Abandoned Today	Outbound Today	Q Callbacks Now	Longest Q Callback
5	1	1m 3s	7	3	3	57s	1	3	0	0

Search users...

Admin Staff 330

- AP 207 Amy Pond
- DN 200 Donna Noble
- RT 201 Rose Tyler

Appointments 301

- AP 207 Amy Pond
- DN 200 Donna Noble
- JH 206 Jack Harkness
- JG 220 Jo Grant
- LS 202 Liz Shaw
- RW 214 Rory Williams
- RS 211 Ryan Sinclair
- YK 212 Yasmin Khan

Chest Clinic 313

- BJ 217 Ben Jackson
- CO 205 Clara Oswald
- GO 208 Graham O'B...
- JH 206 Jack Harkness