SURGERY CONNECT

Discovering X-flow Webinar

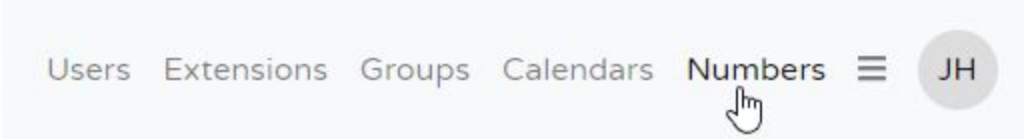
Presented by James Delves

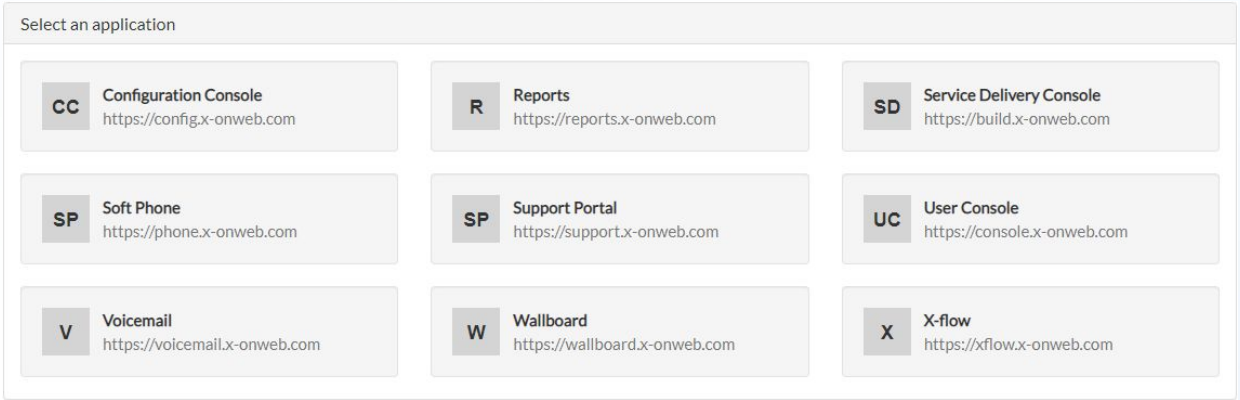
Session Agenda

- Accessing X-flow
- X-flow icons
- Building a call flow
- Call Flow Functions
- X-flow Templates
- Group call priorities

Accessing X-Flow

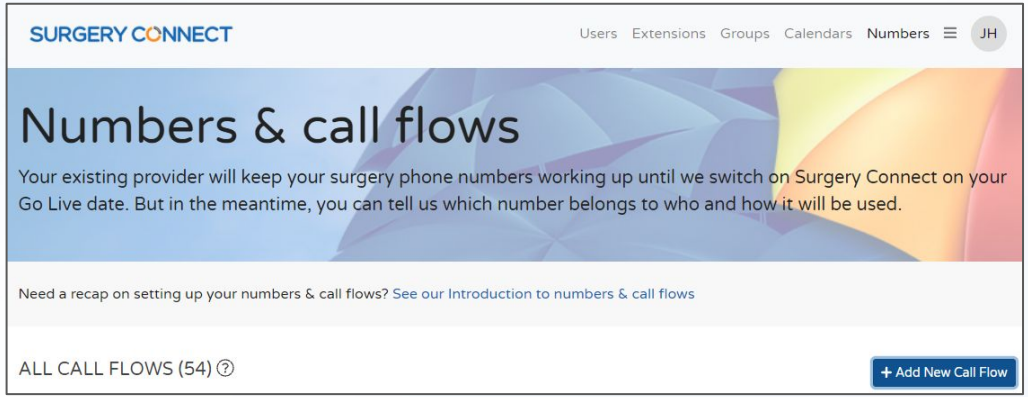
When accessing X-flow to start a new call flow, it is best to go via the Service Delivery Console and select Numbers

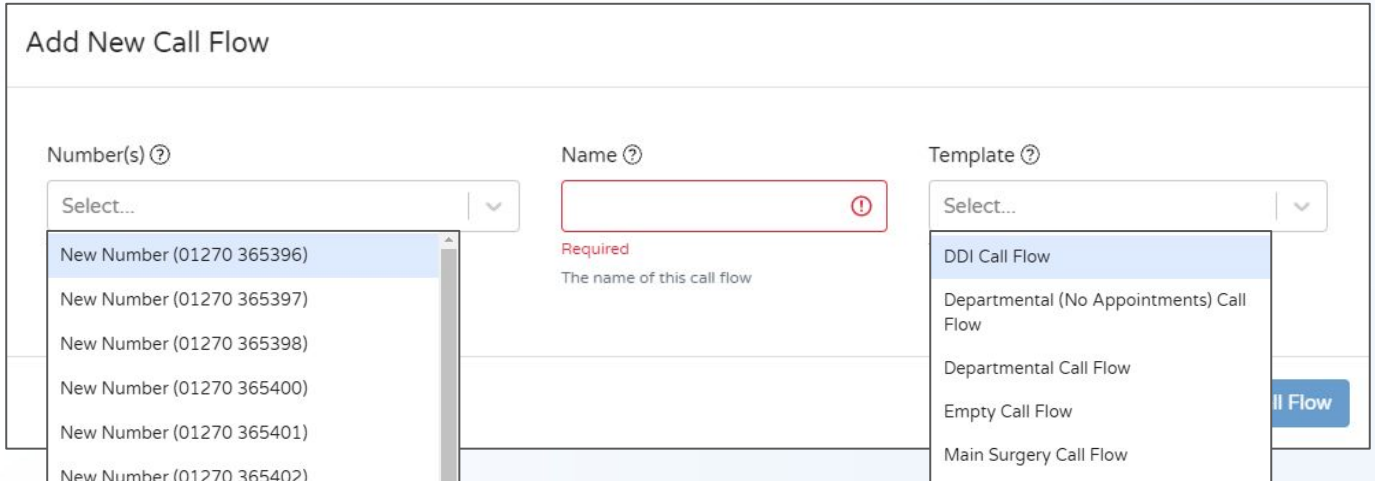




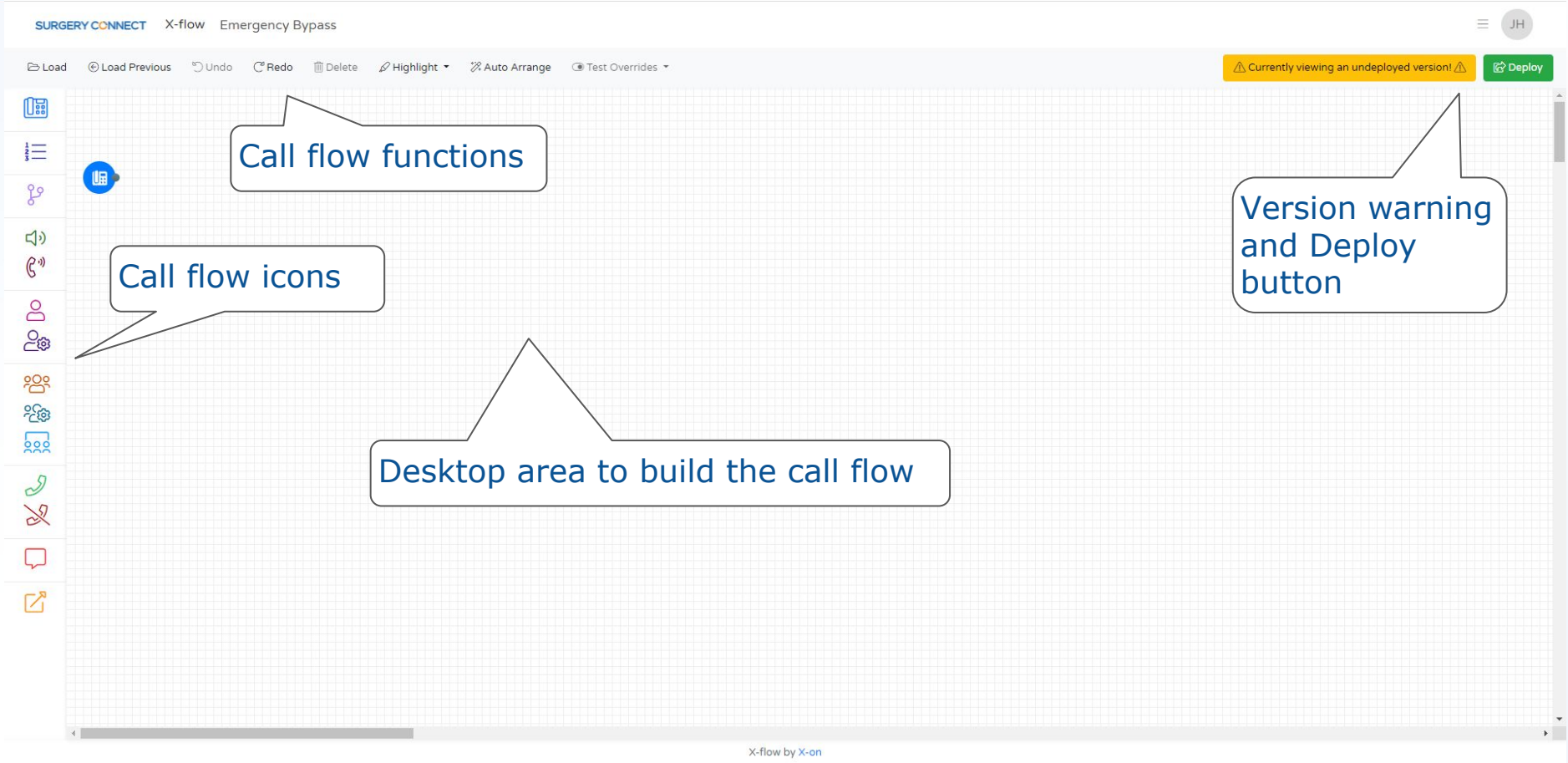
Accessing X-Flow

From the top of the list of numbers and call flows, click Add New Call Flow

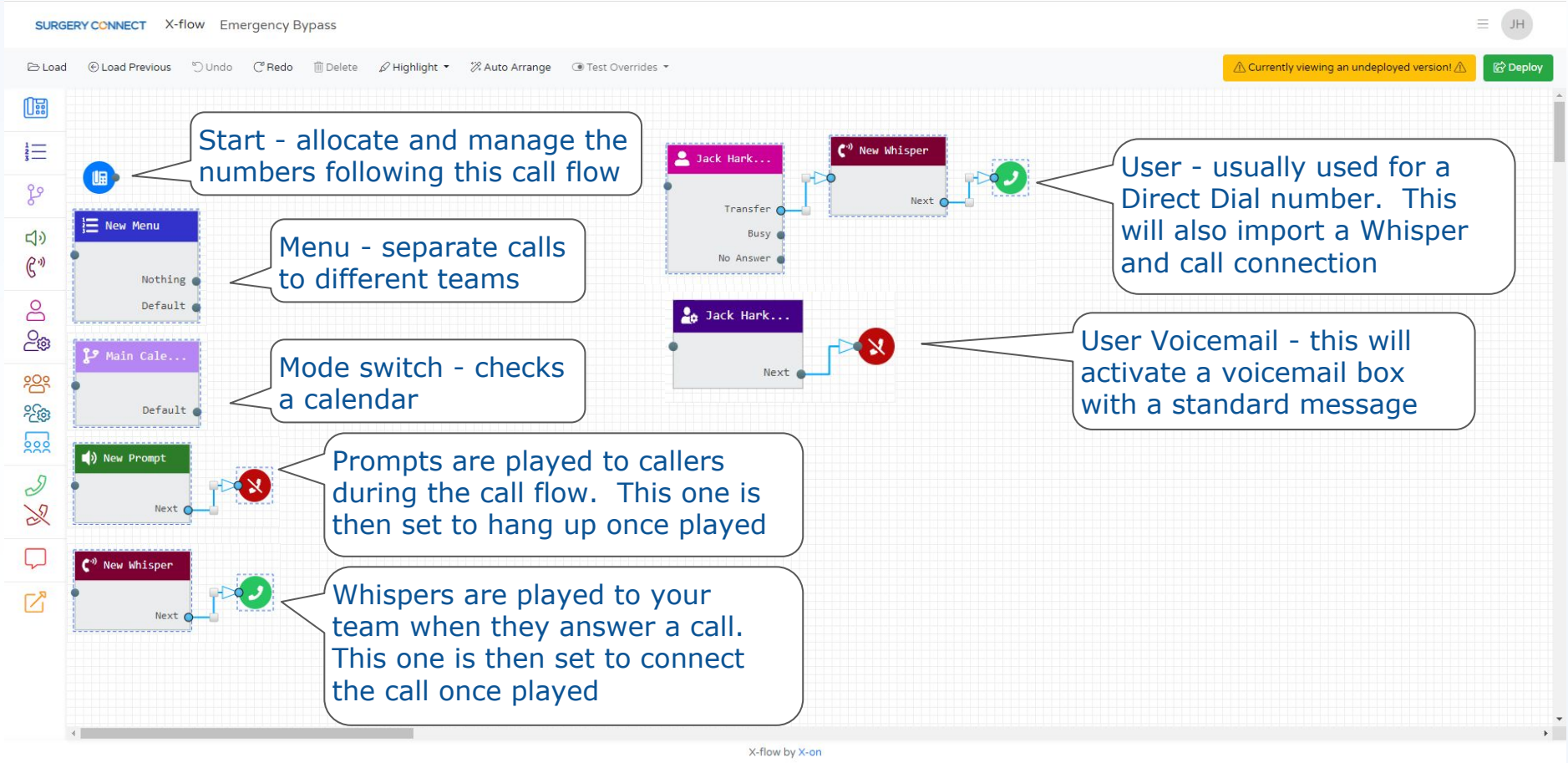




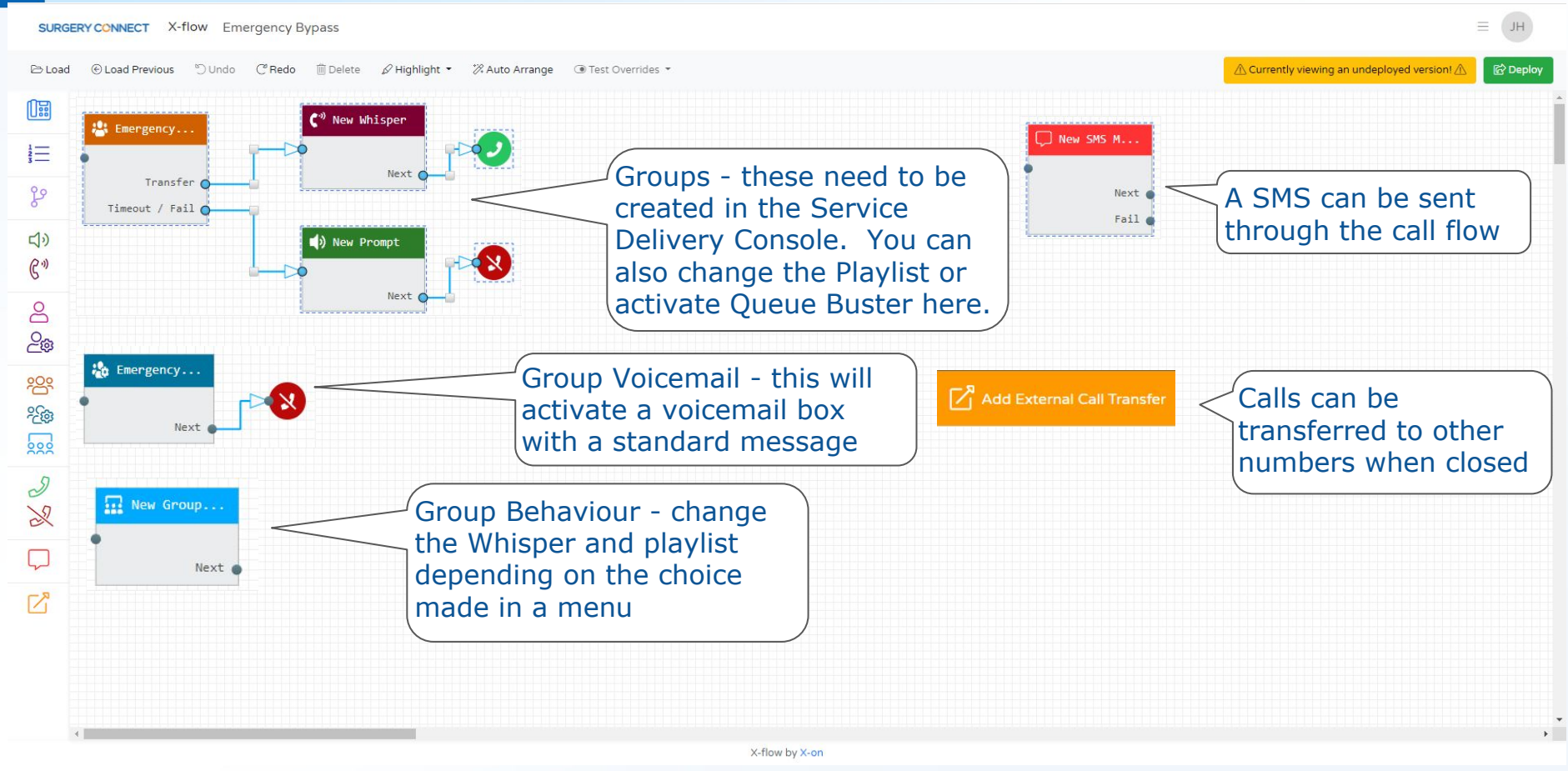
X-flow Desktop



X-flow icons


SURGERY CONNECT
X-flow
Emergency Bypass
JH
Load
Load Previous
Undo
Redo
Delete
Highlight
Auto Arrange
Test Overrides
Currently viewing an undeployed version!
Deploy
Start - allocate and manage the numbers following this call flow
New Menu
Nothing
Default
Menu - separate calls to different teams
Main Cale...
Default
Mode switch - checks a calendar
New Prompt
Next
Prompts are played to callers during the call flow. This one is then set to hang up once played
New Whisper
Next
Whispers are played to your team when they answer a call. This one is then set to connect the call once played
Jack Hark...
Transfer
Busy
No Answer
New Whisper
Next
User - usually used for a Direct Dial number. This will also import a Whisper and call connection
Jack Hark...
Next
User Voicemail - this will activate a voicemail box with a standard message
X-flow by X-on

X-flow icons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Delete
Highlight
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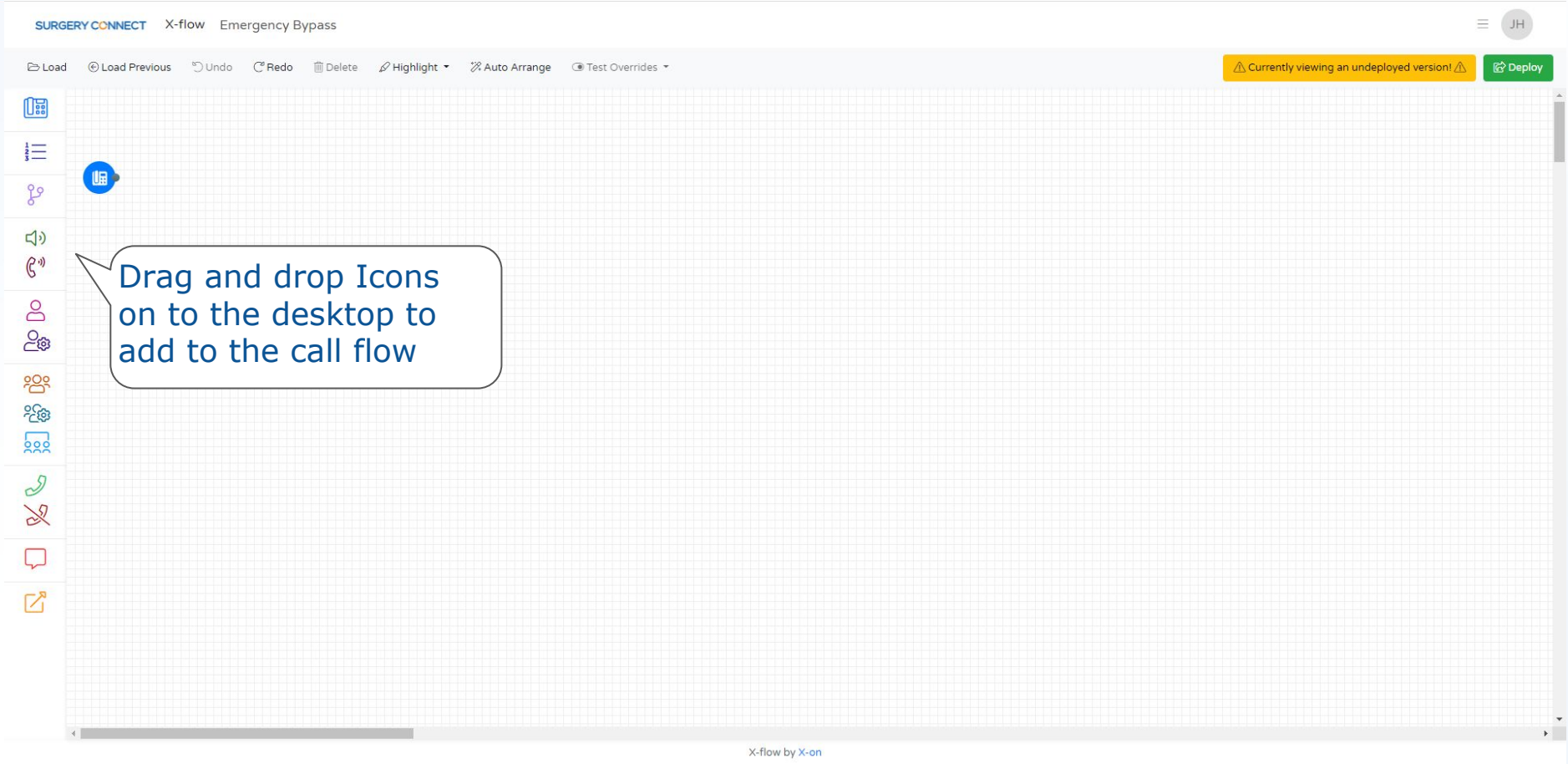
Test Overrides
Currently viewing an undeployed version!
Deploy
Emergency...
Transfer
Timeout / Fail
New Whisper
Next
New Prompt
Next
New SMS M...
Next
Fail
Groups - these need to be created in the Service Delivery Console. You can also change the Playlist or activate Queue Buster here.
A SMS can be sent through the call flow
Emergency...
Next
Group Voicemail - this will activate a voicemail box with a standard message
Add External Call Transfer
Calls can be transferred to other numbers when closed
New Group...
Next
Group Behaviour - change the Whisper and playlist depending on the choice made in a menu
X-flow by X-on

Building a call flow



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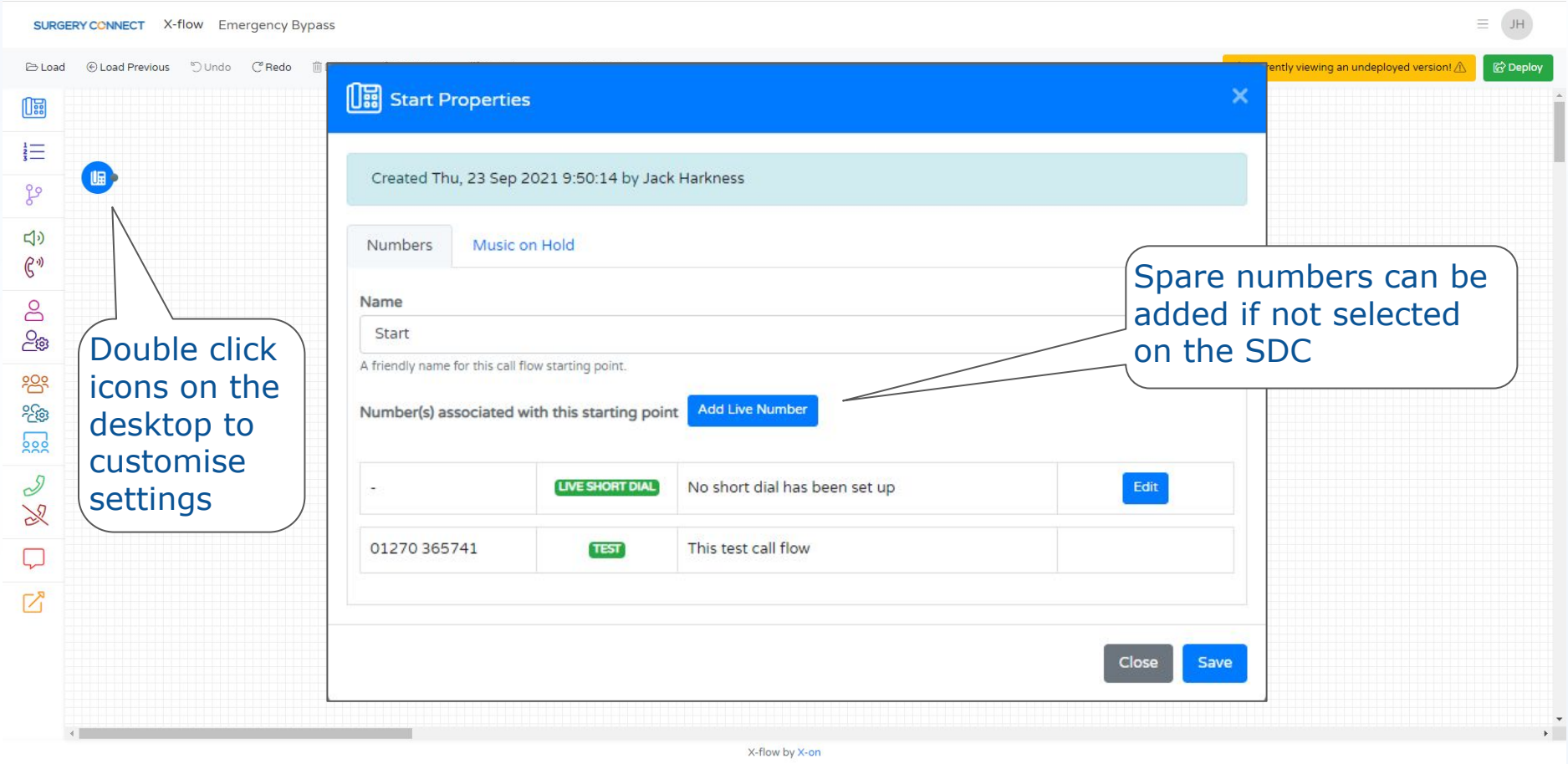

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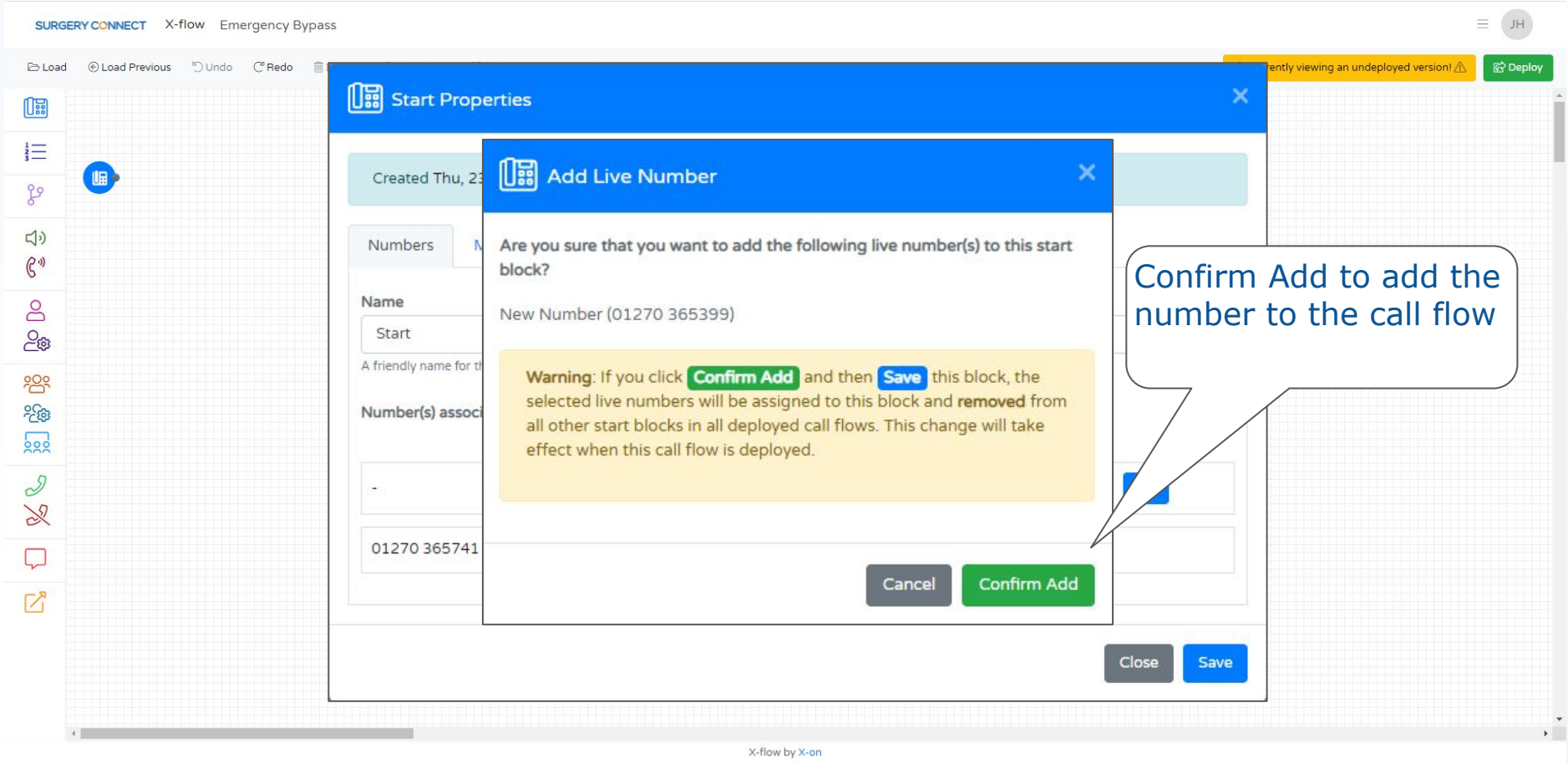

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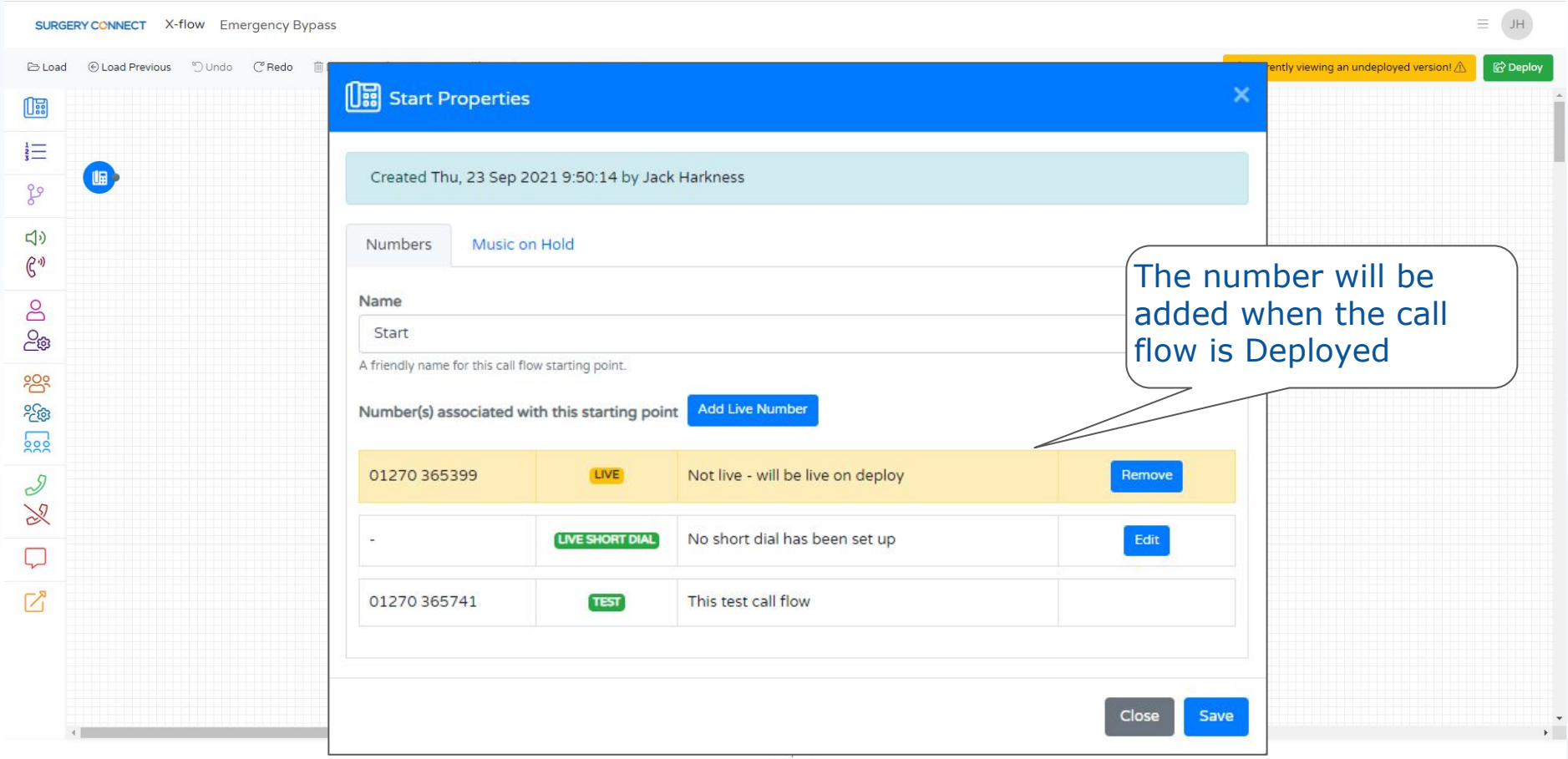

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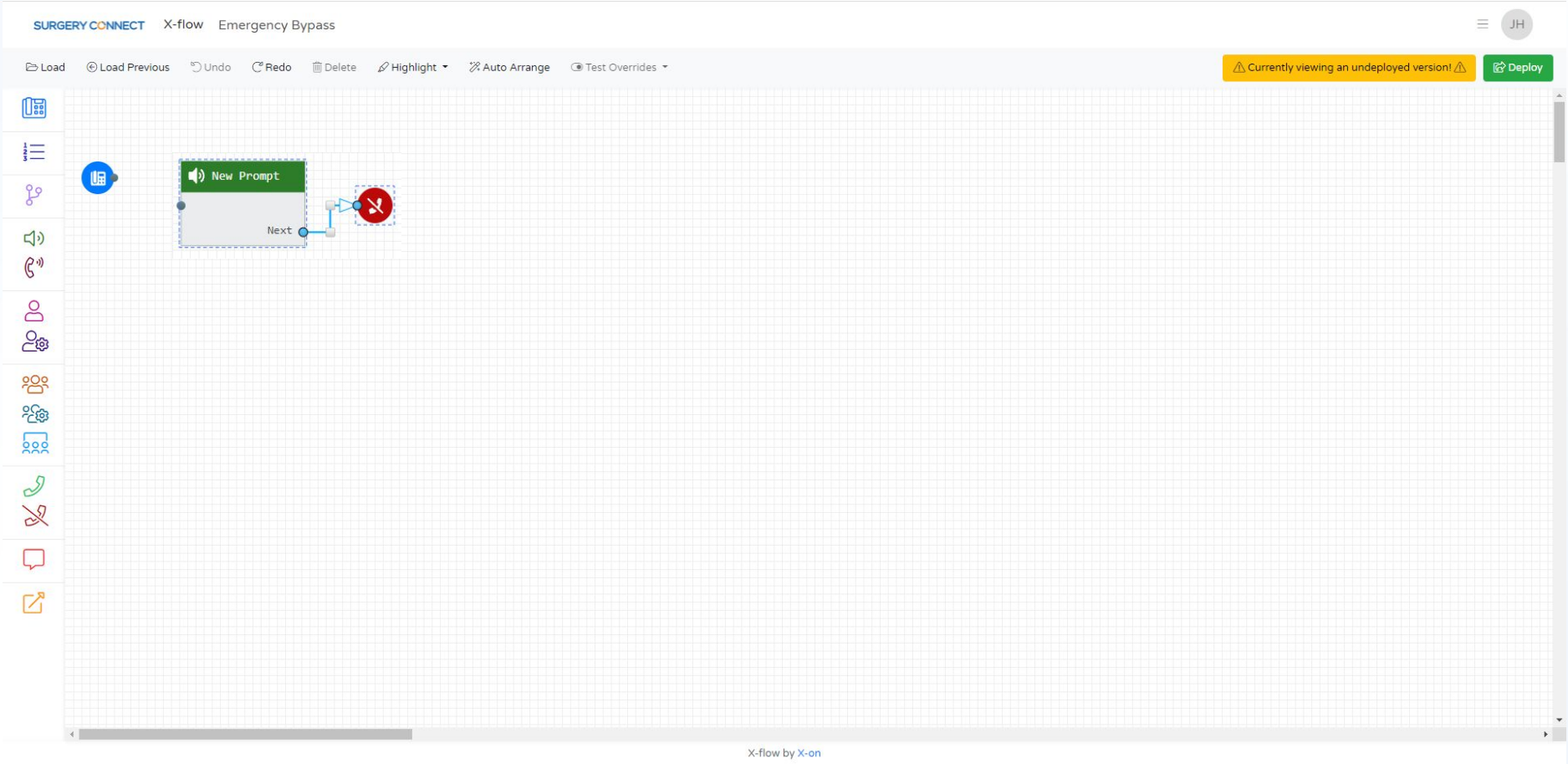

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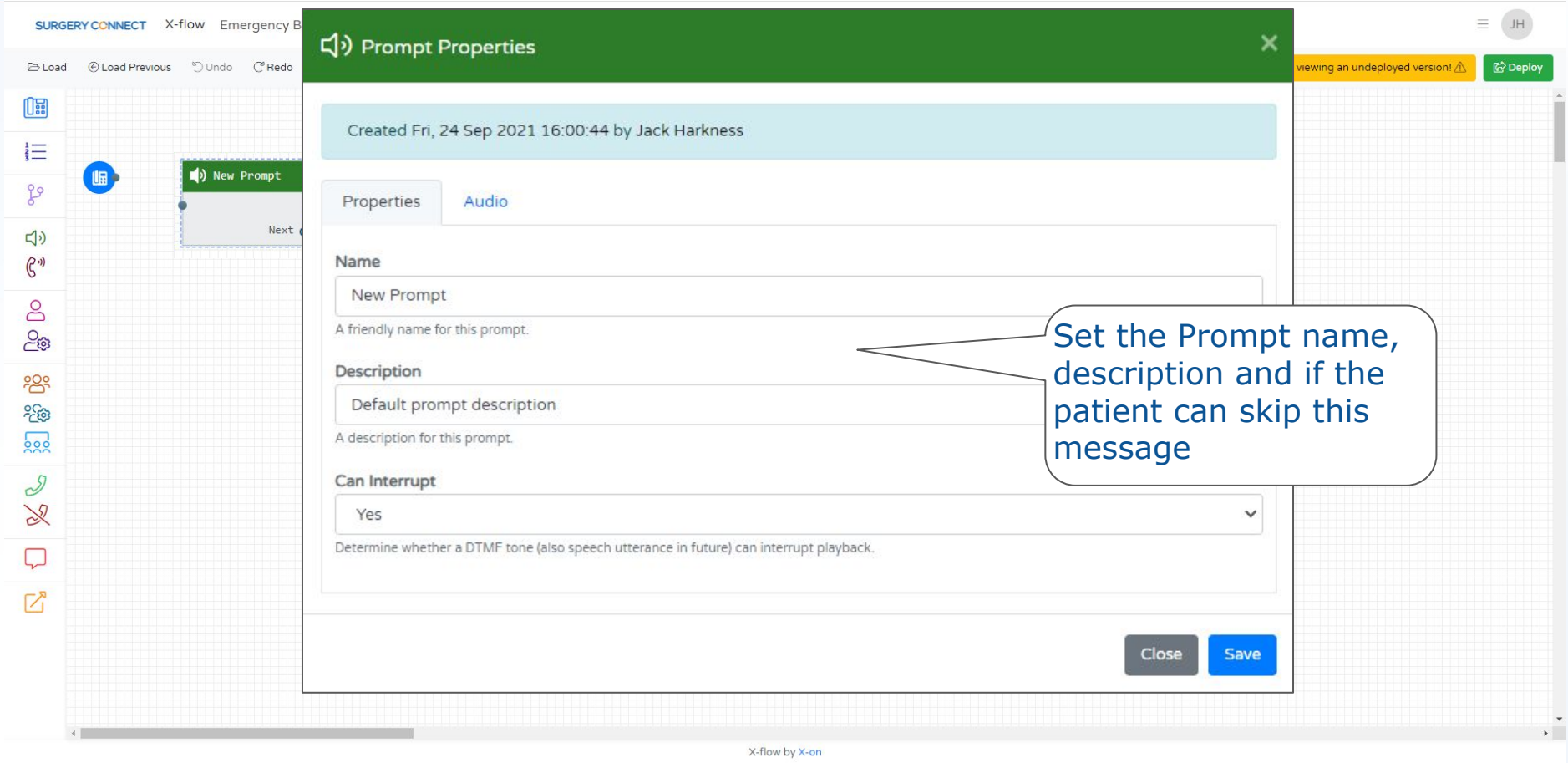

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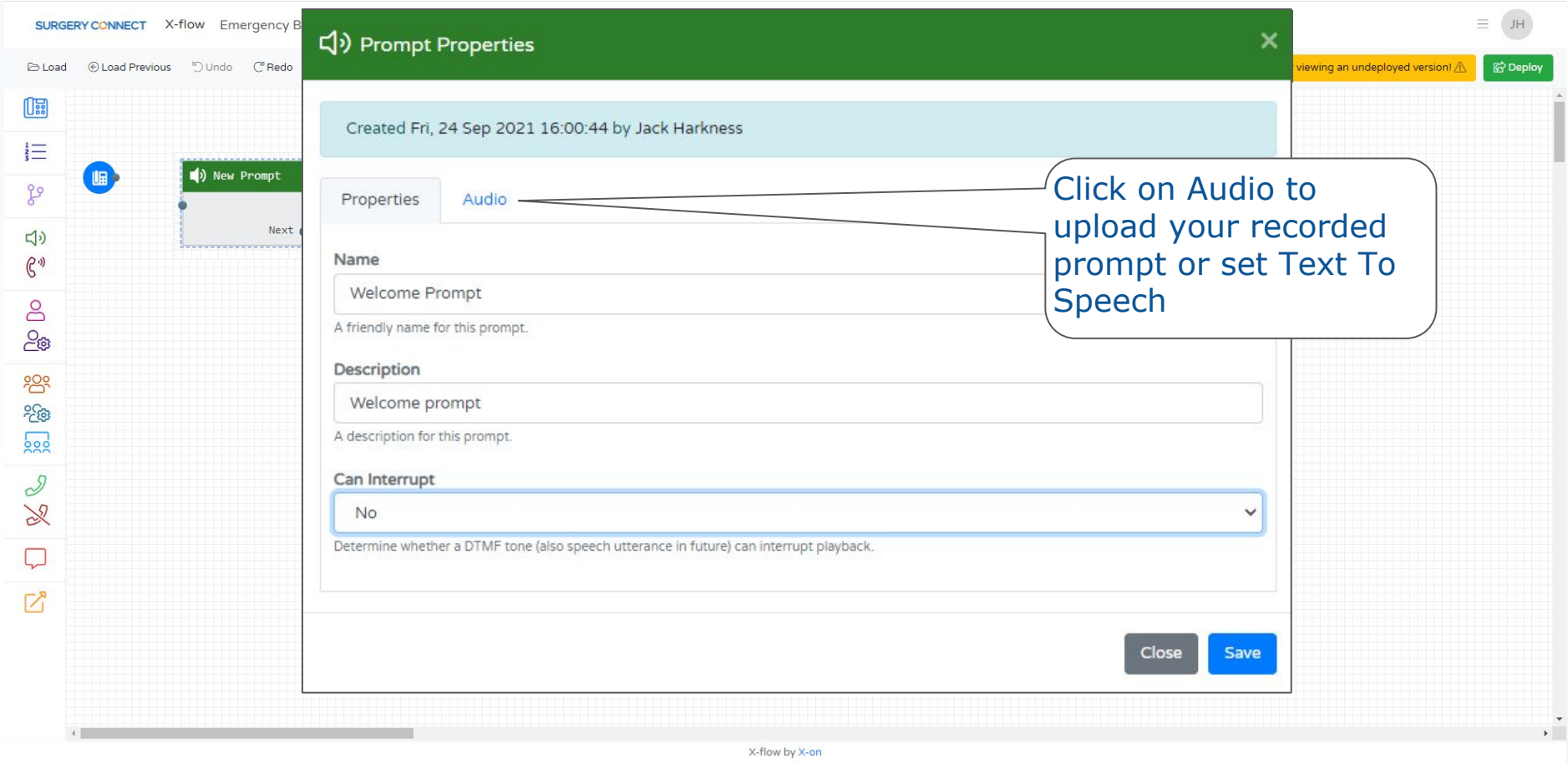

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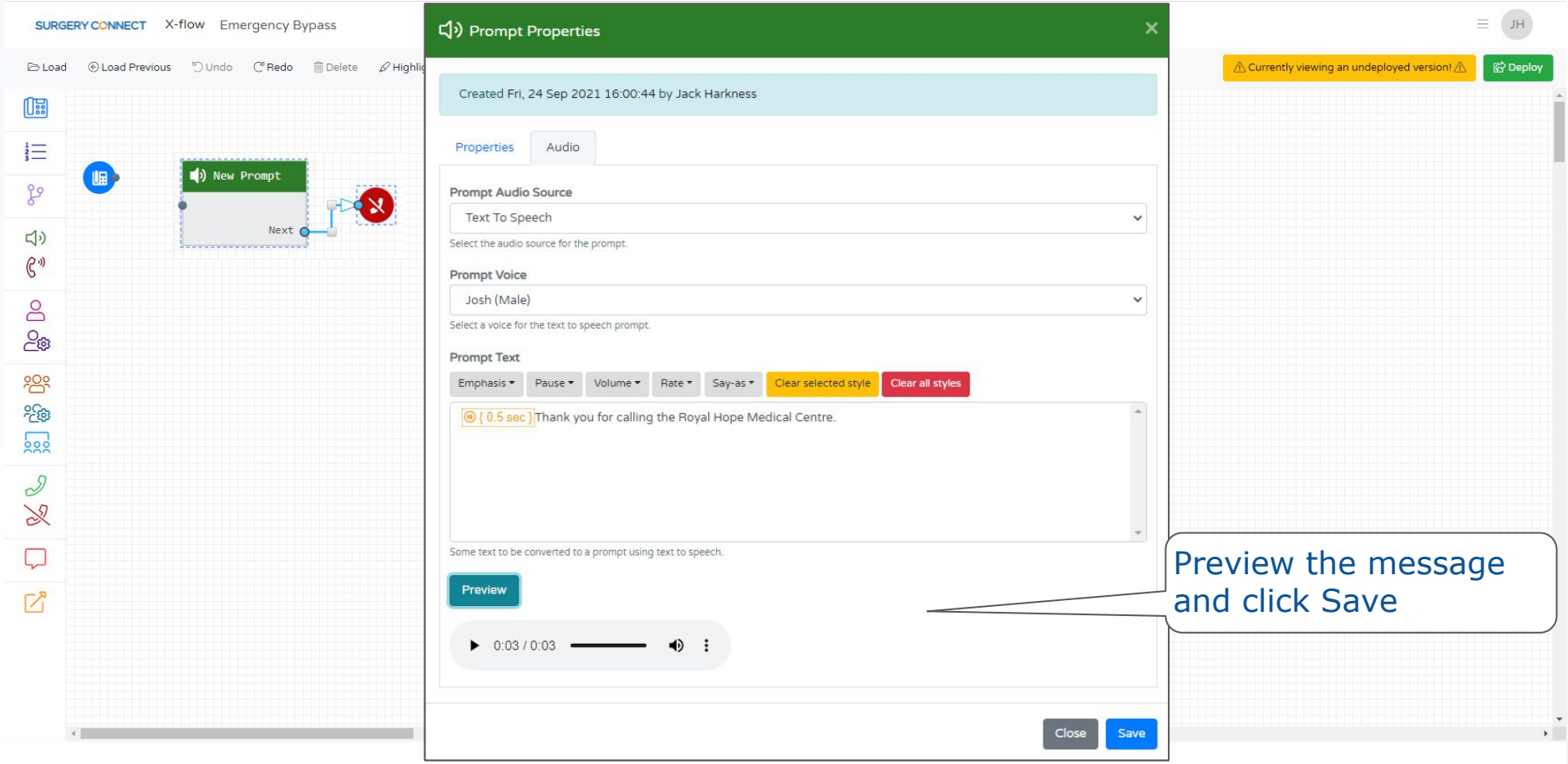

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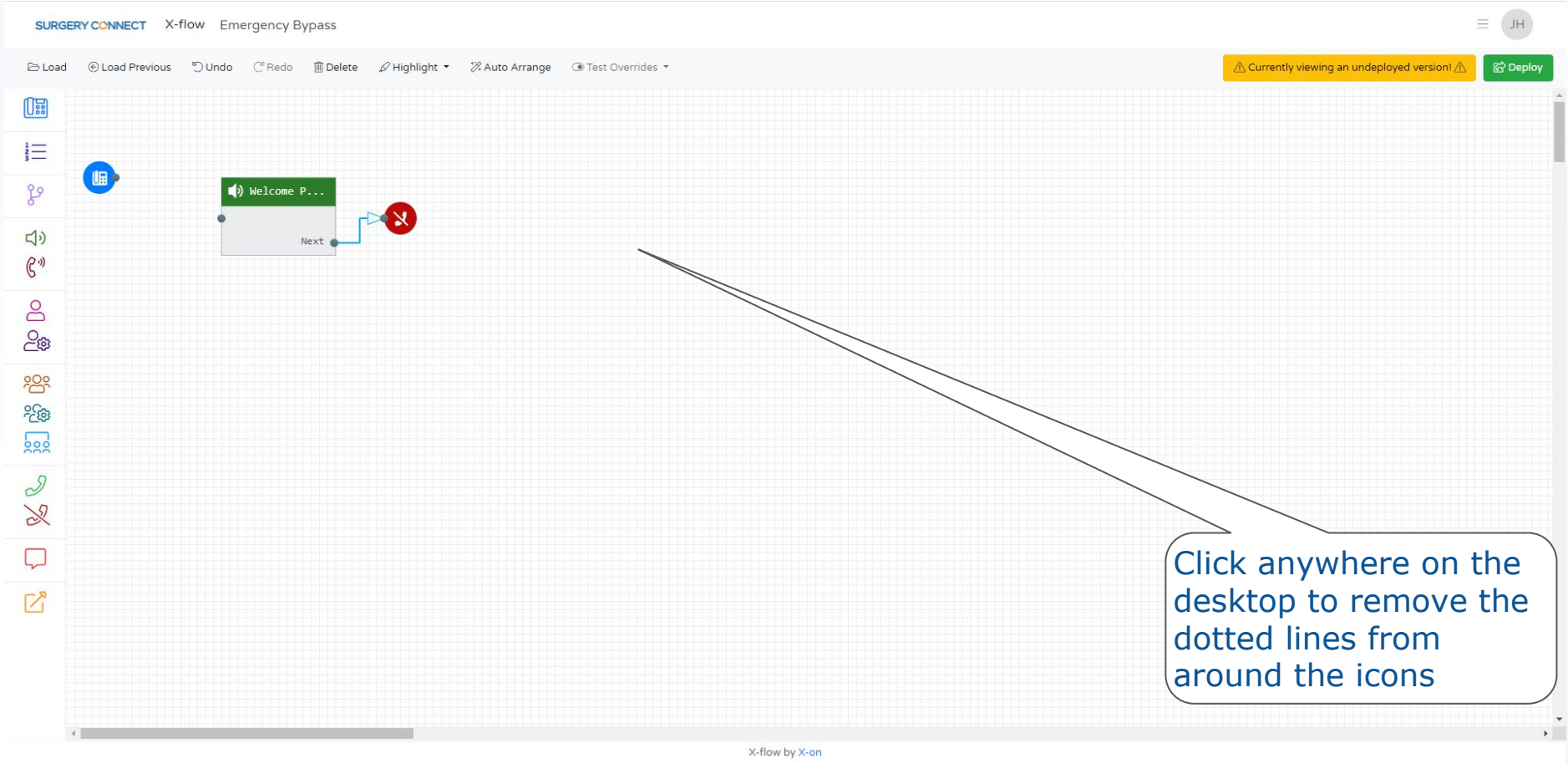

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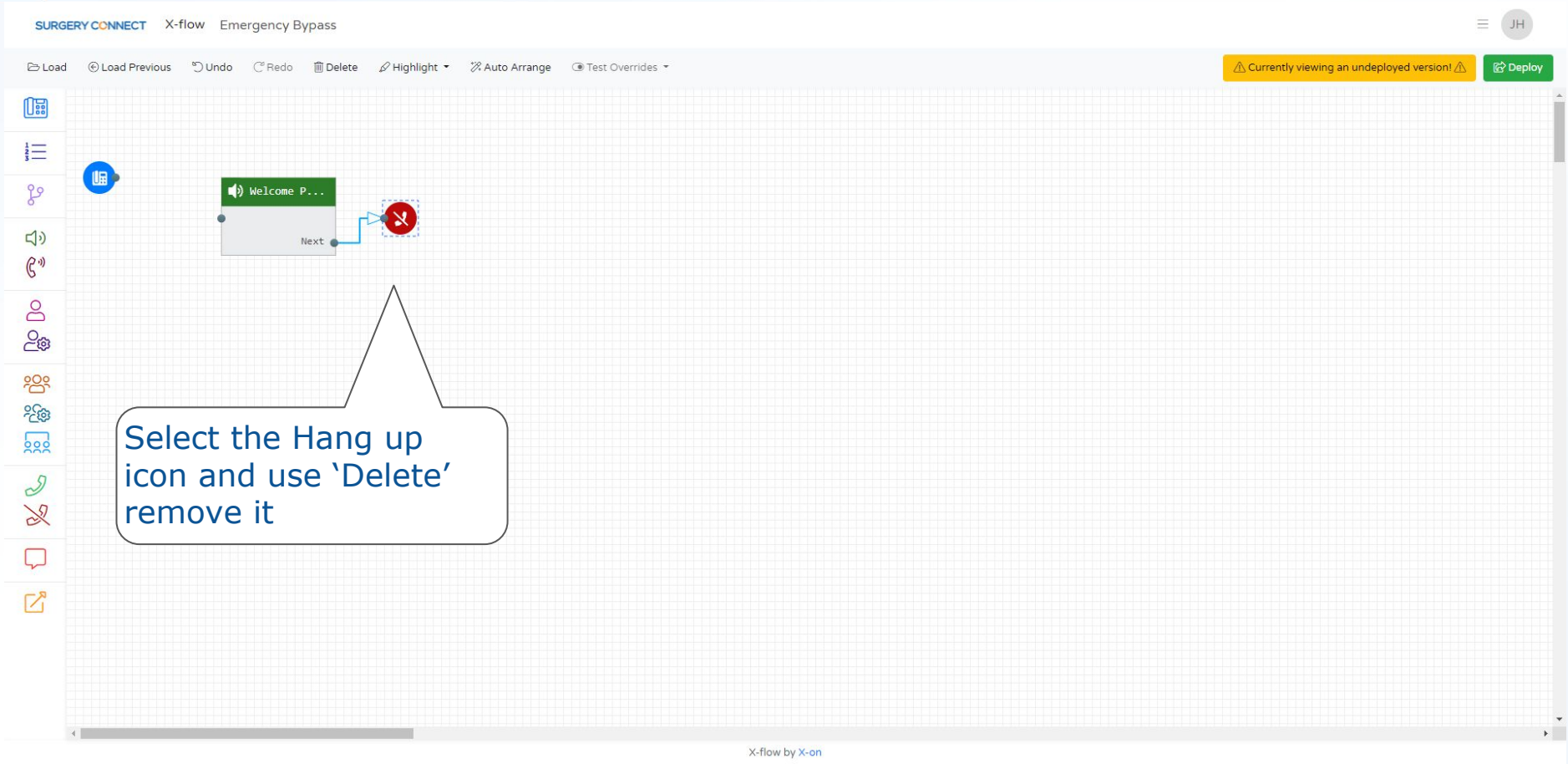

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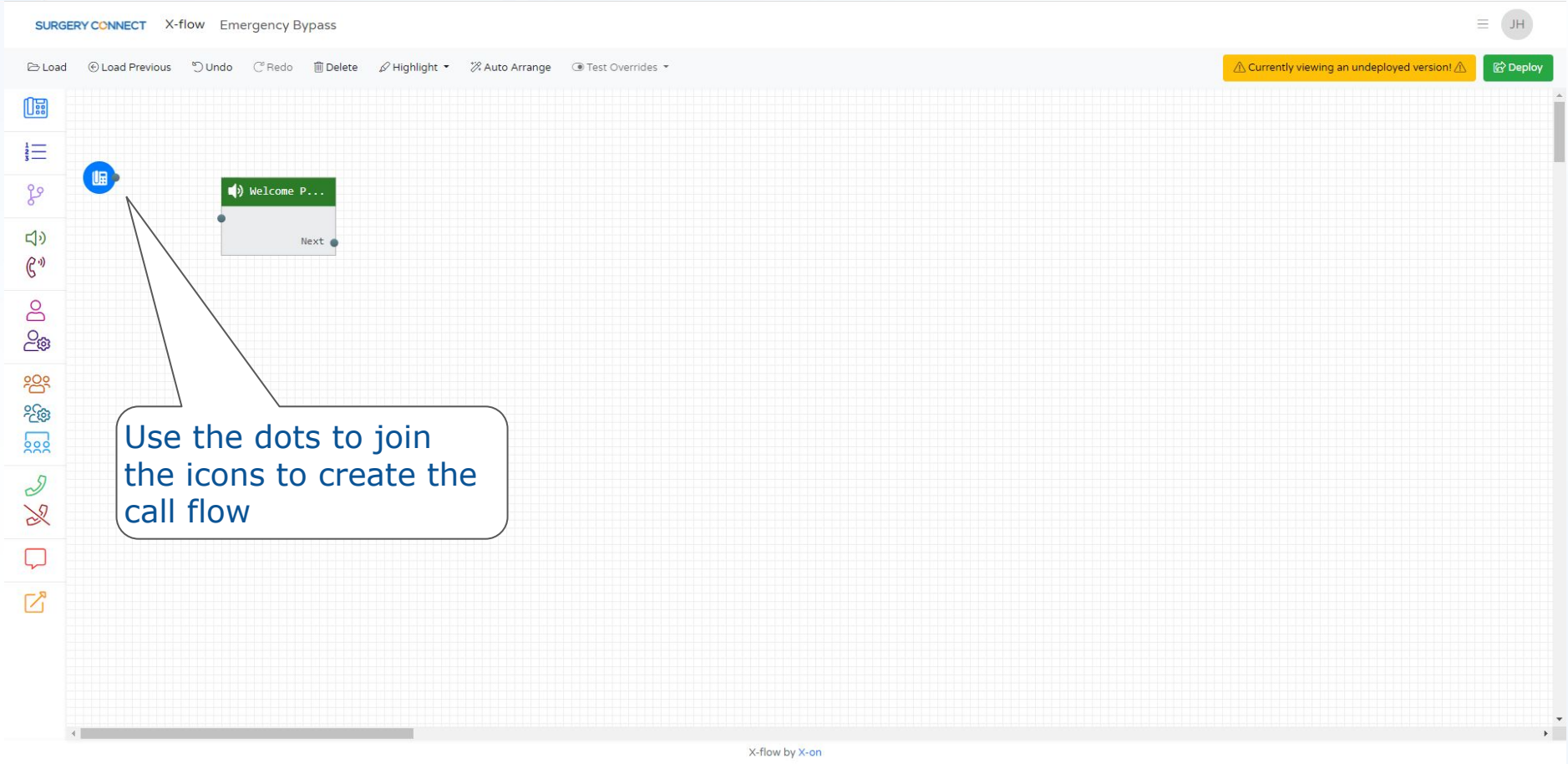

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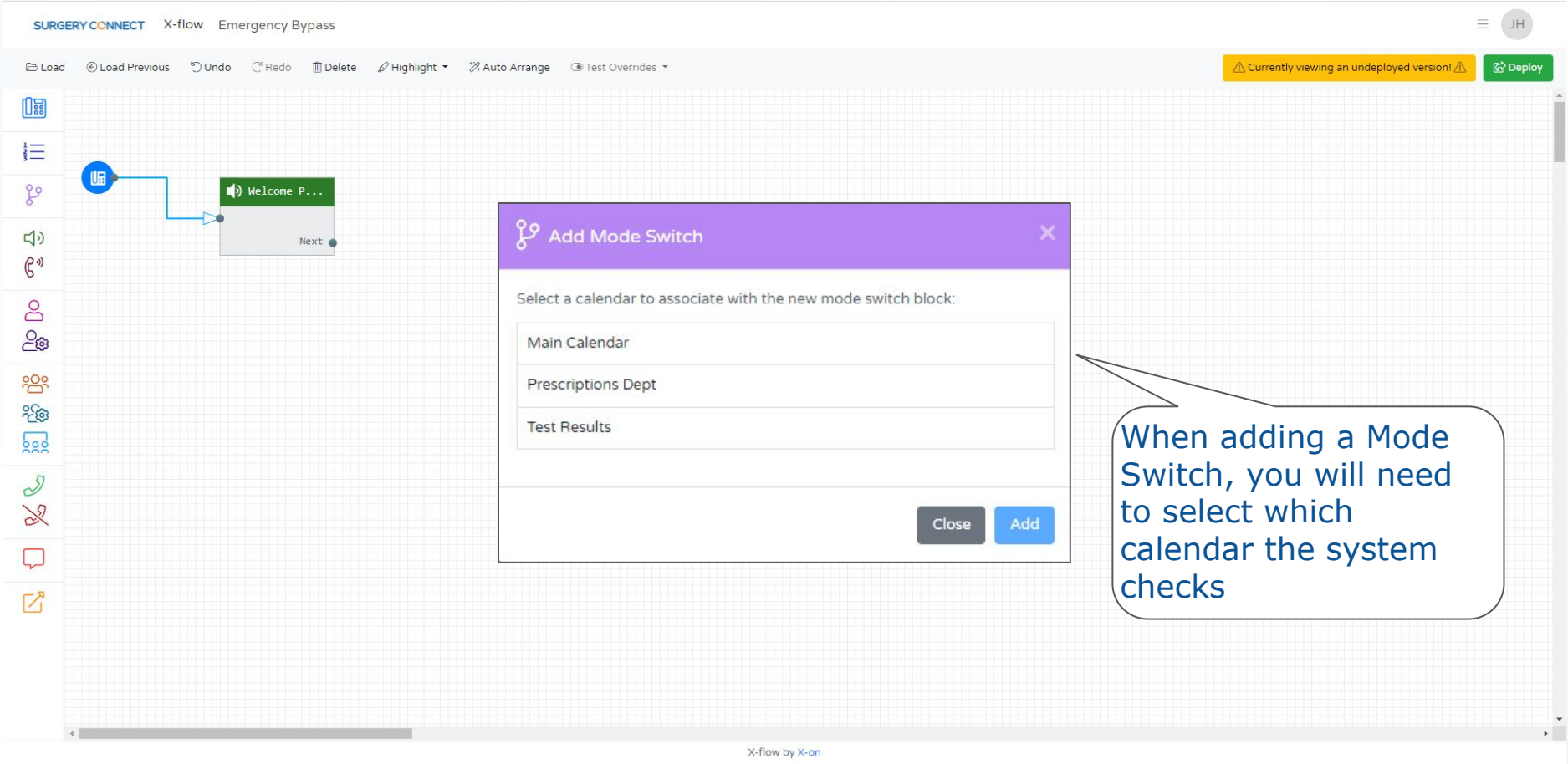

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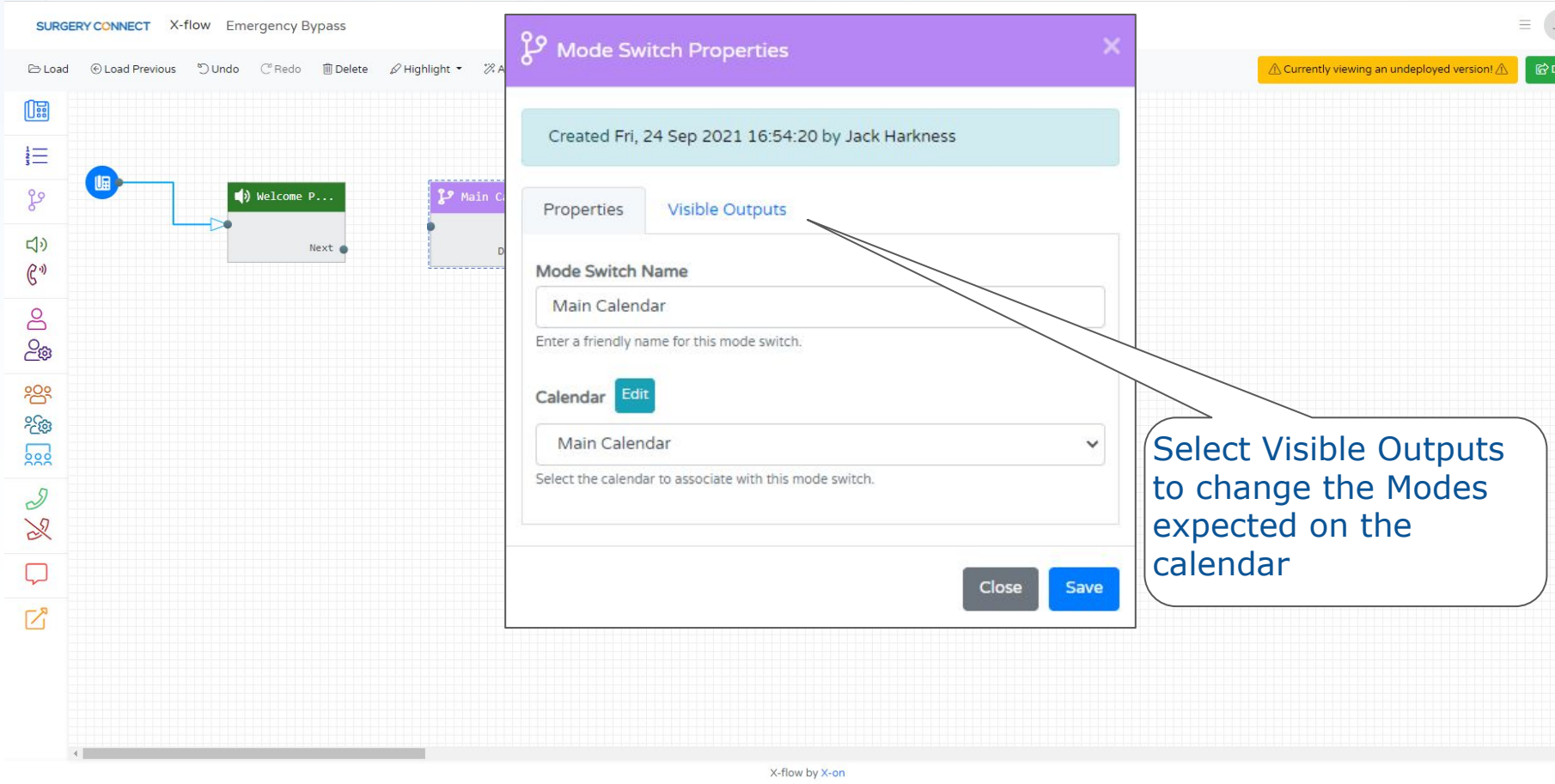

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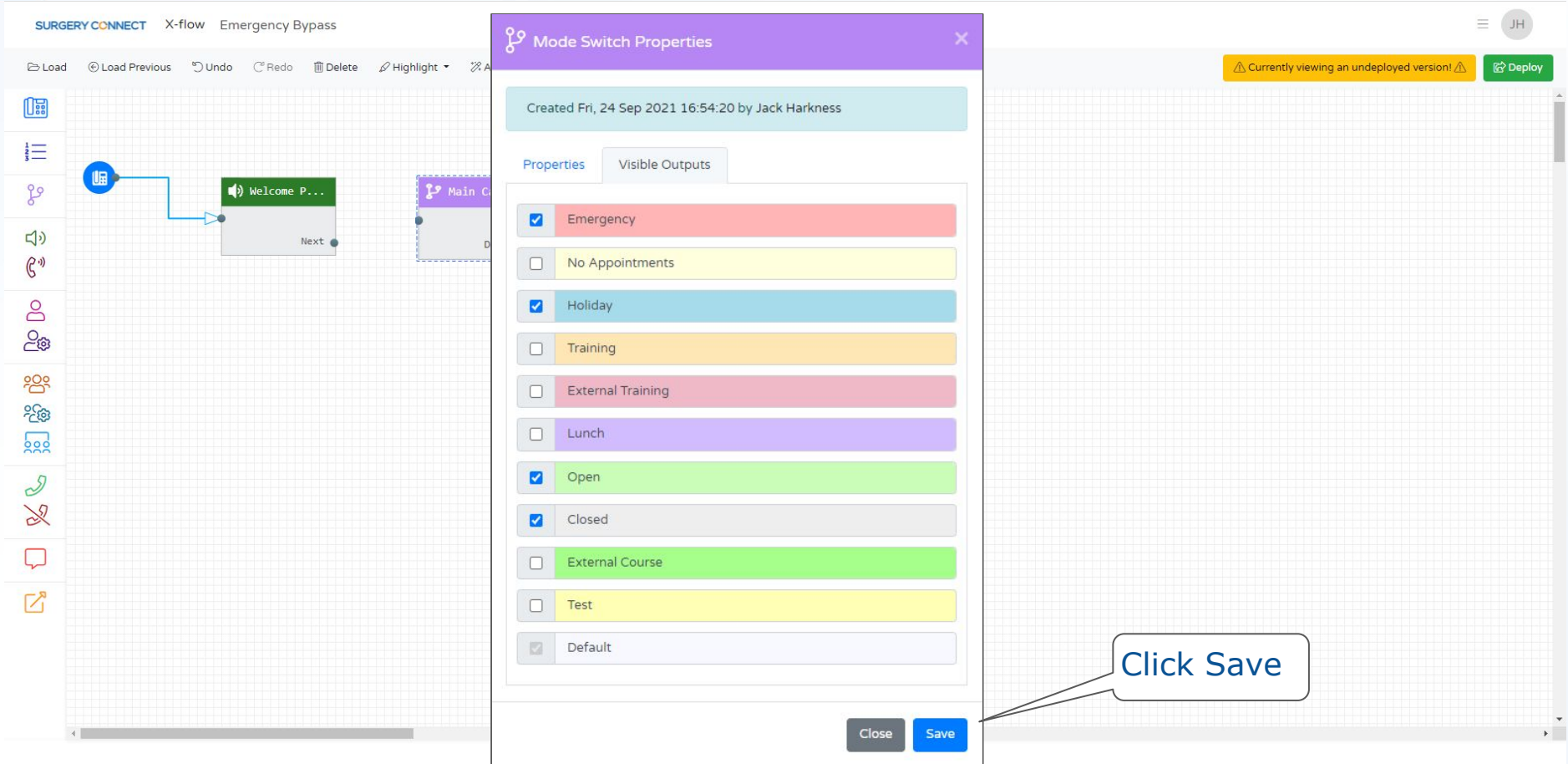

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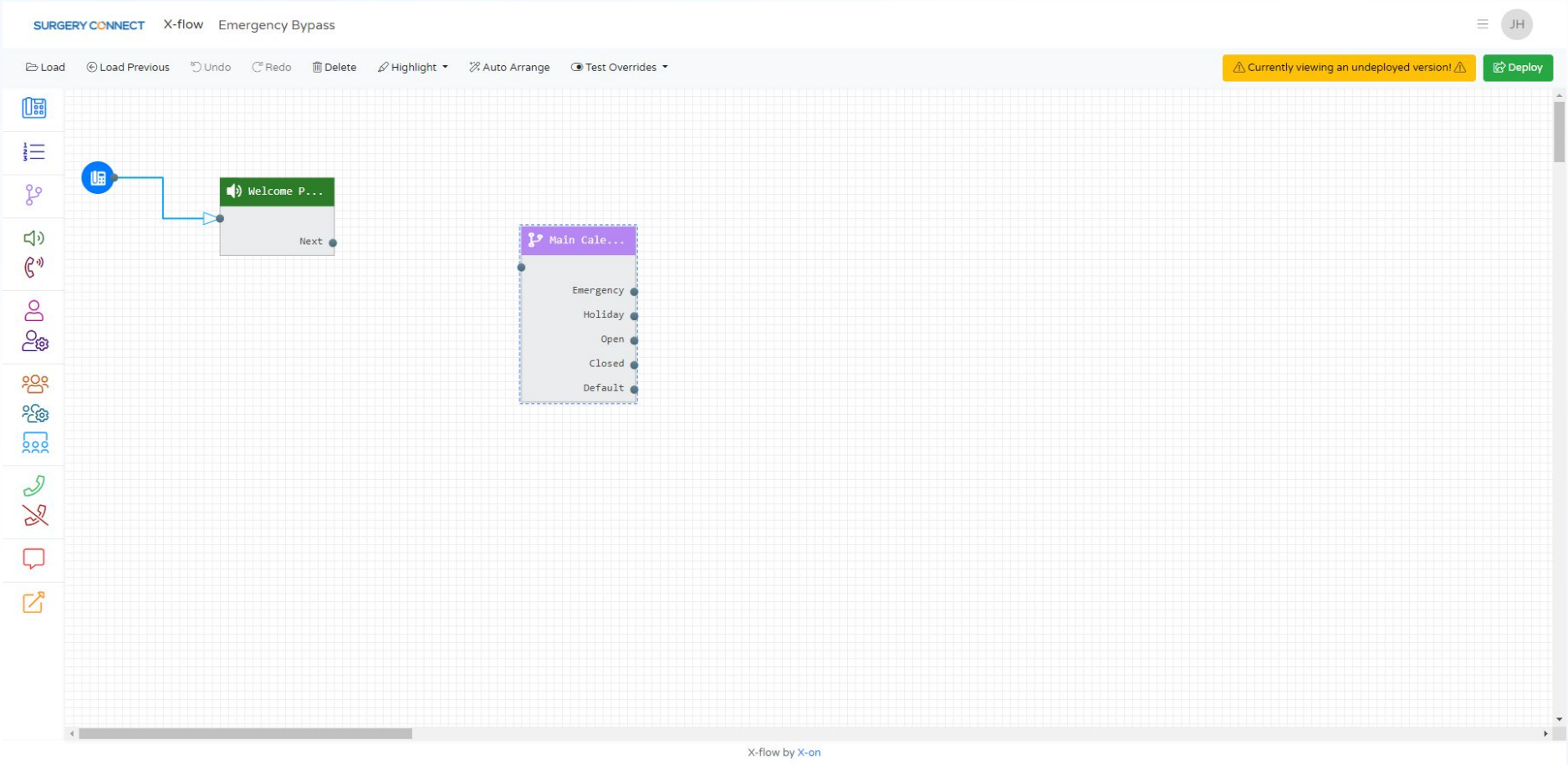

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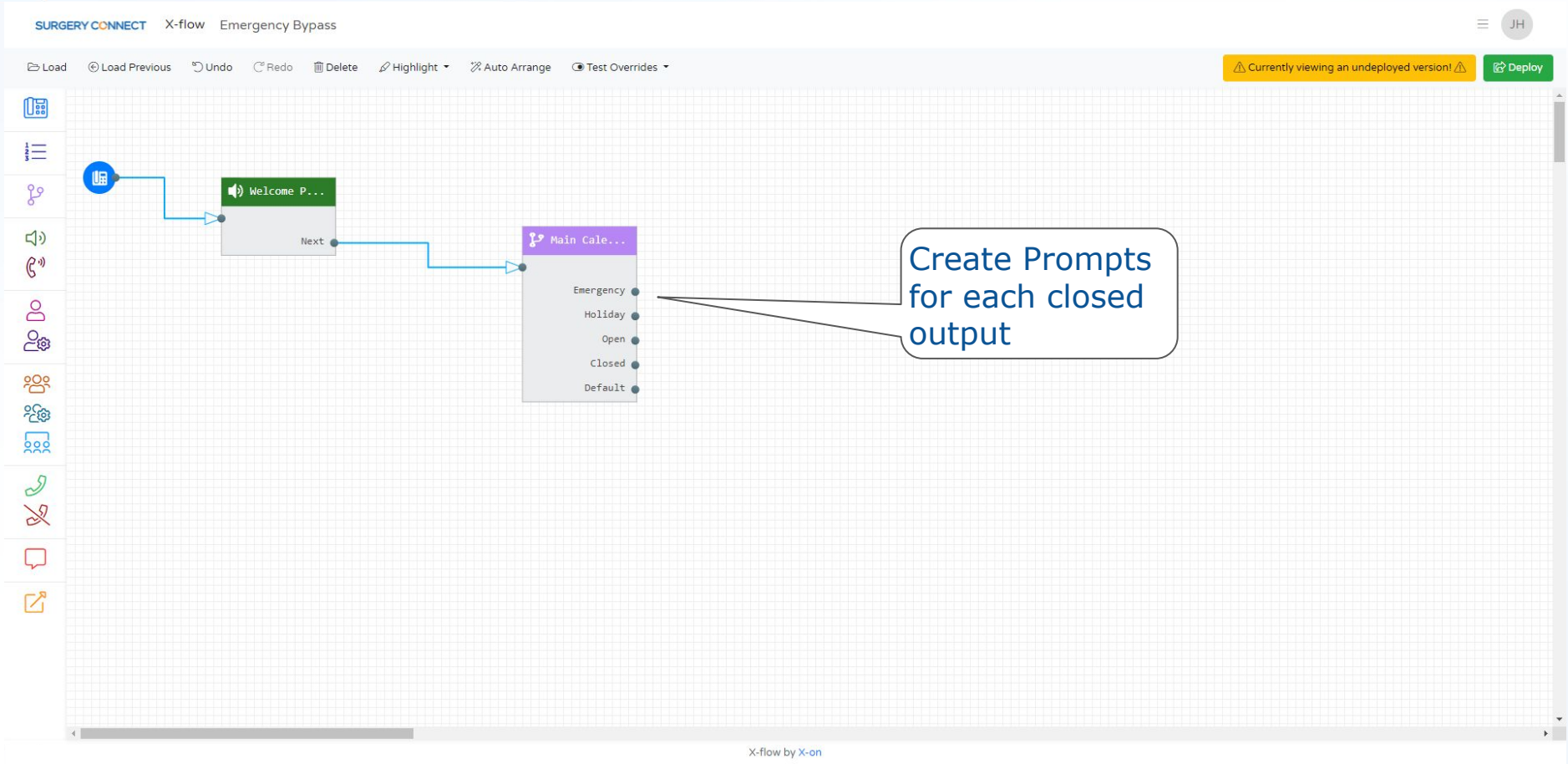

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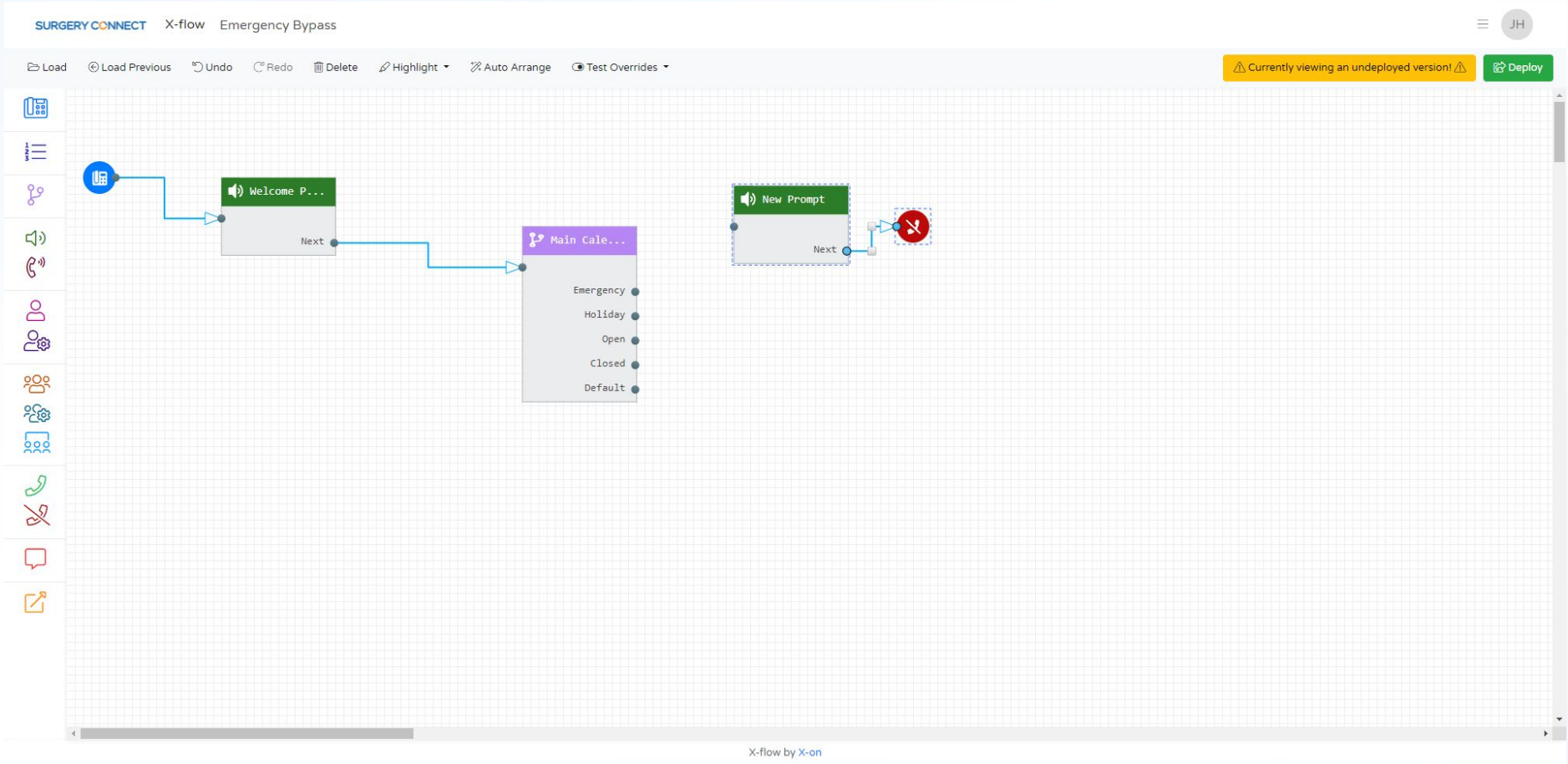

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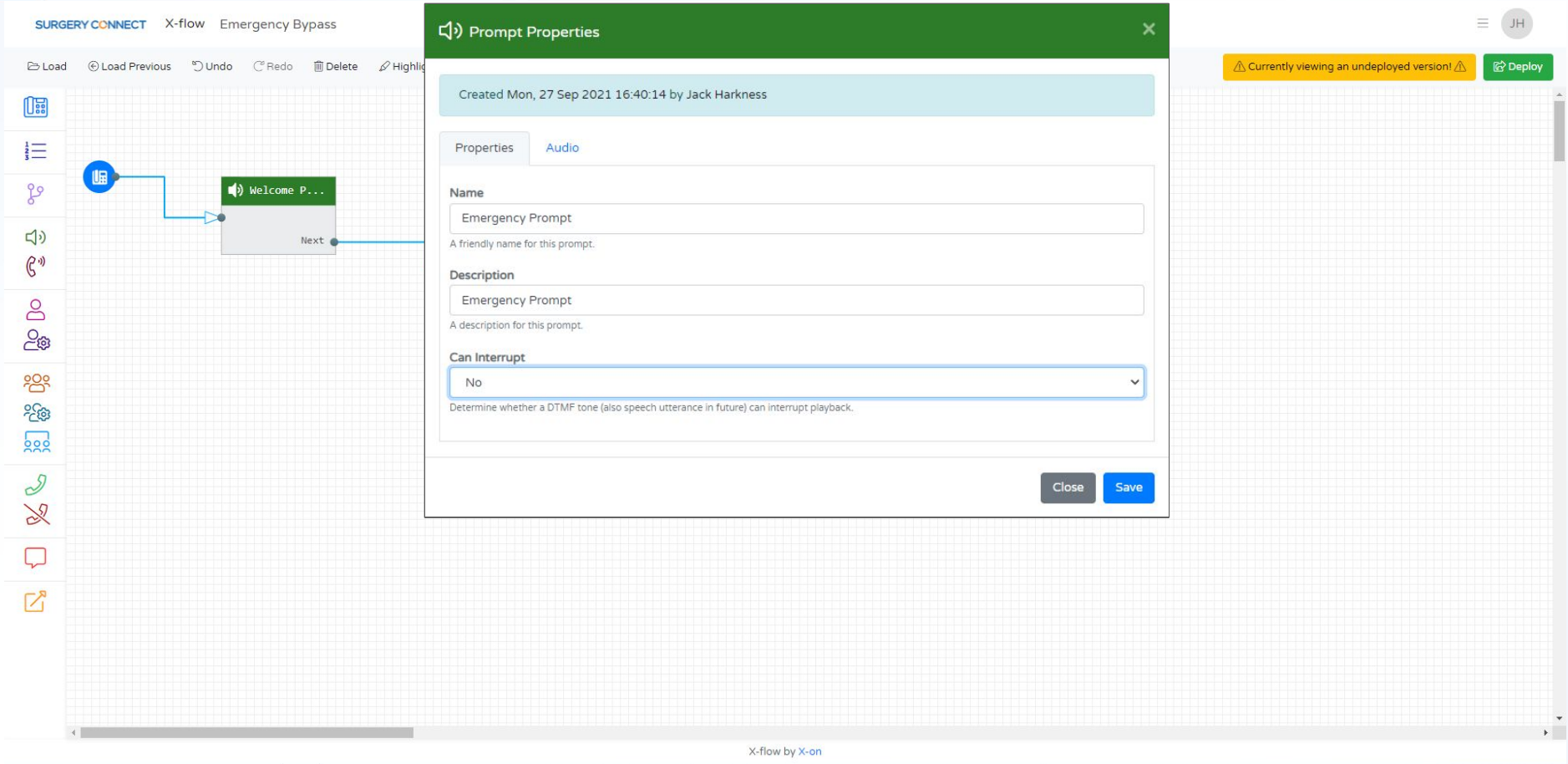

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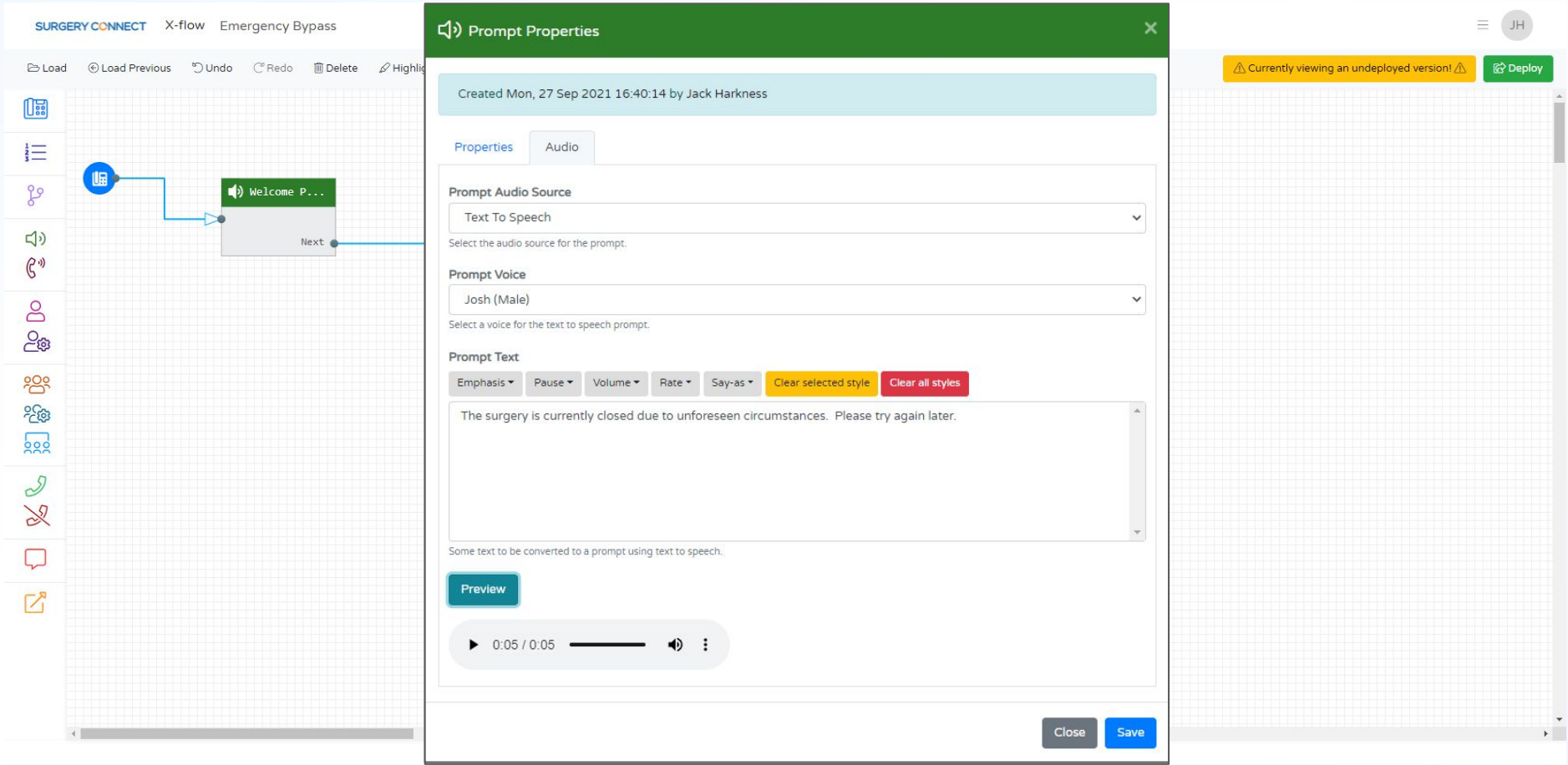

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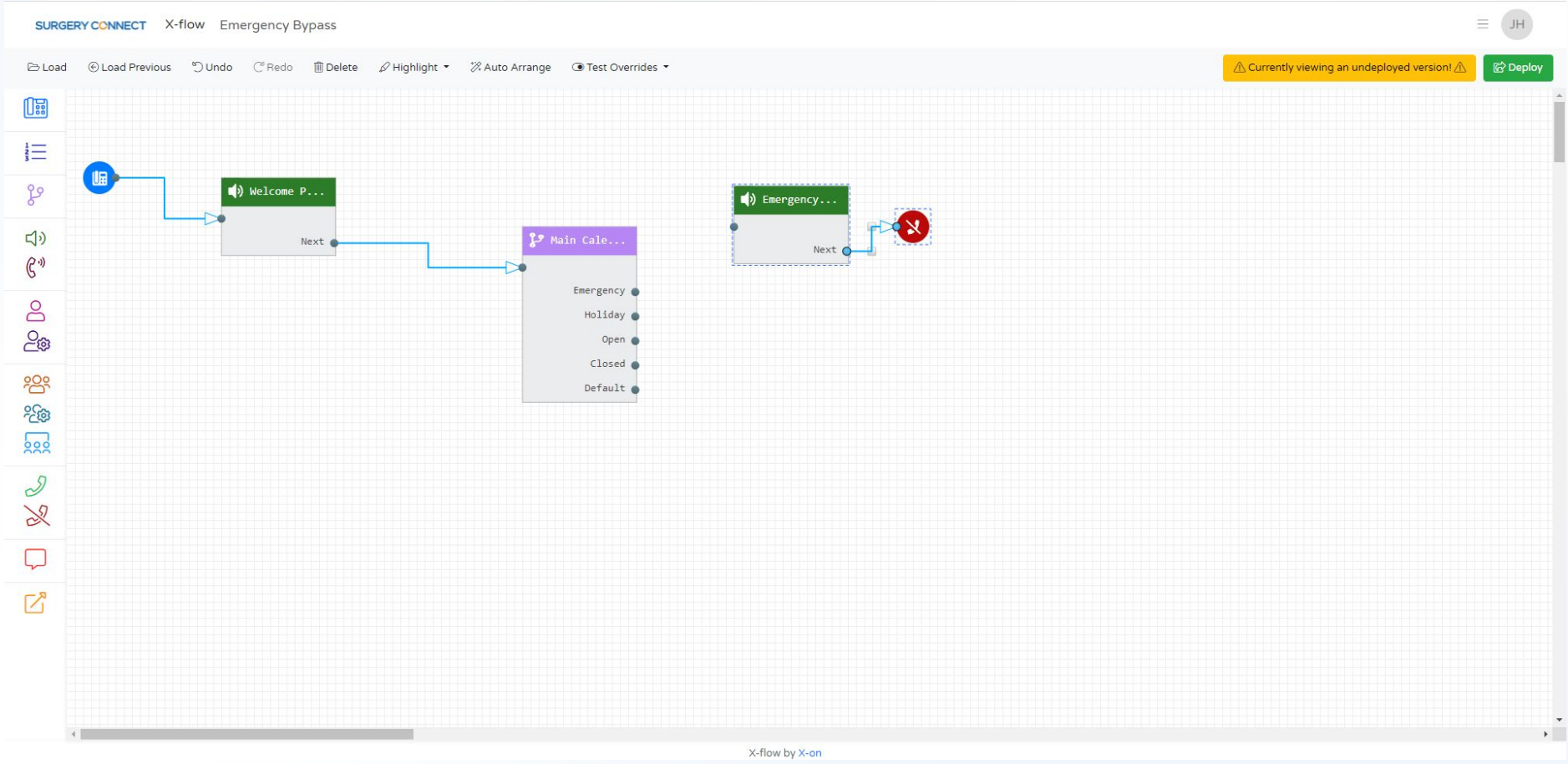

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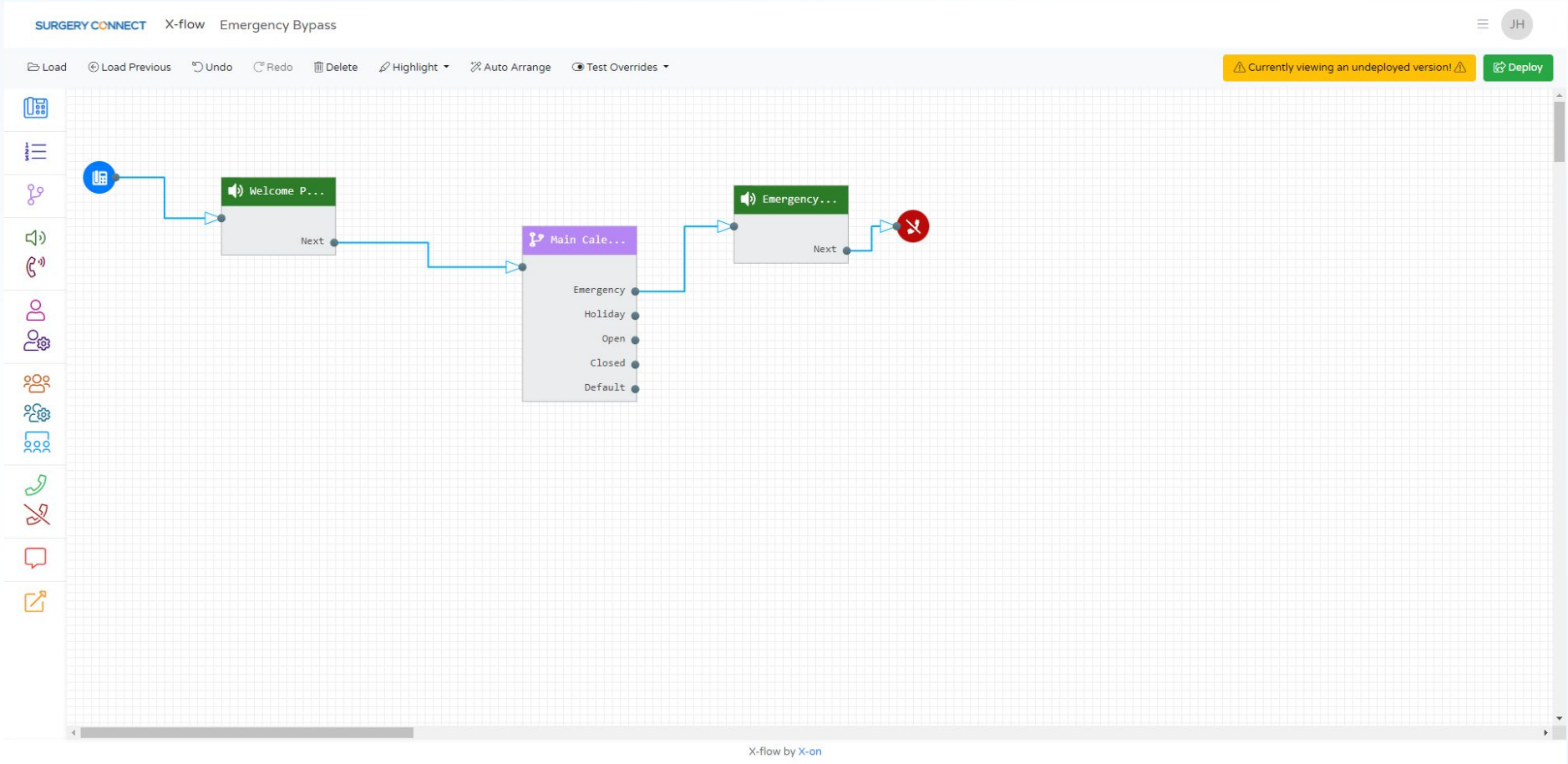

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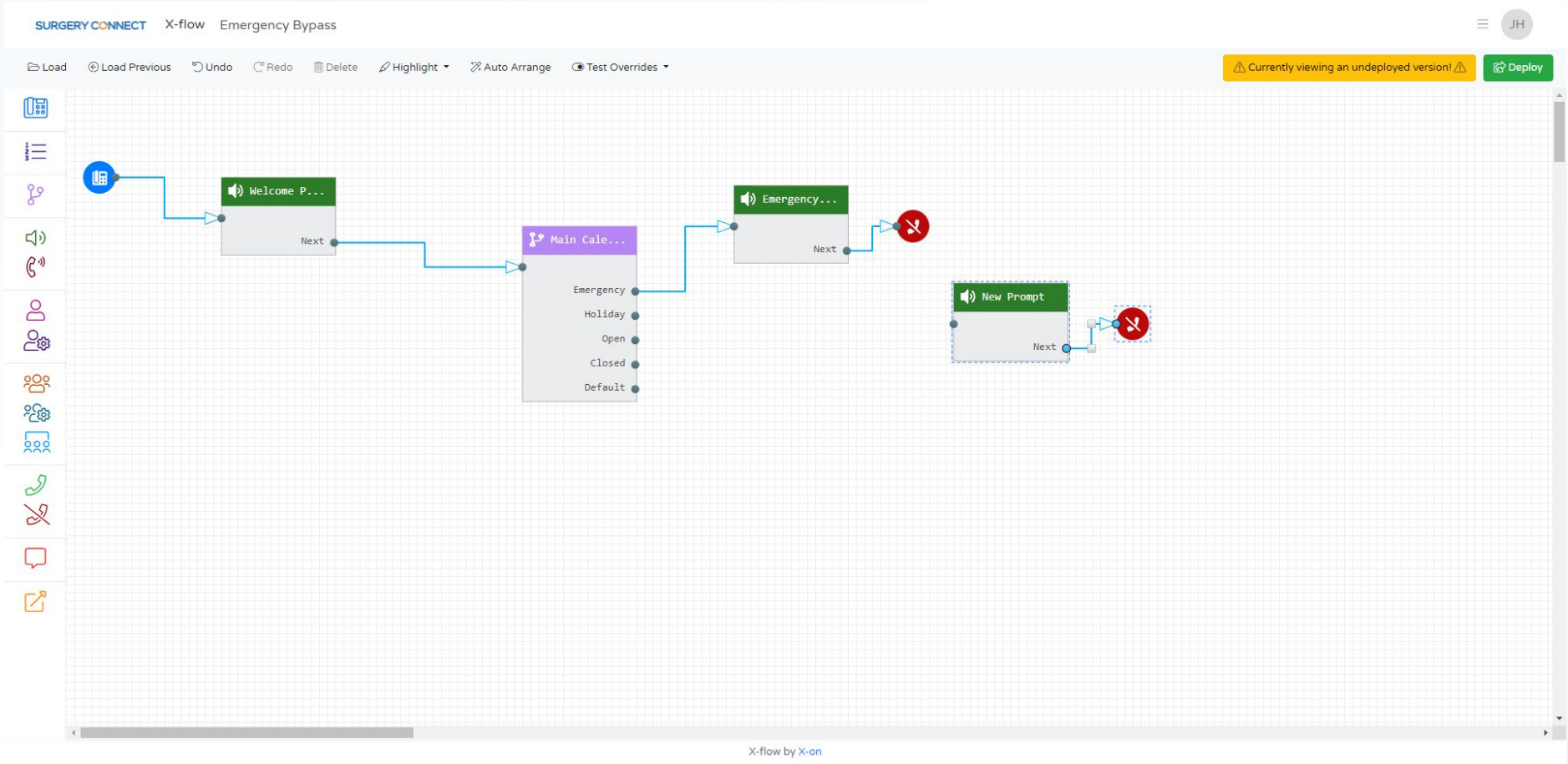

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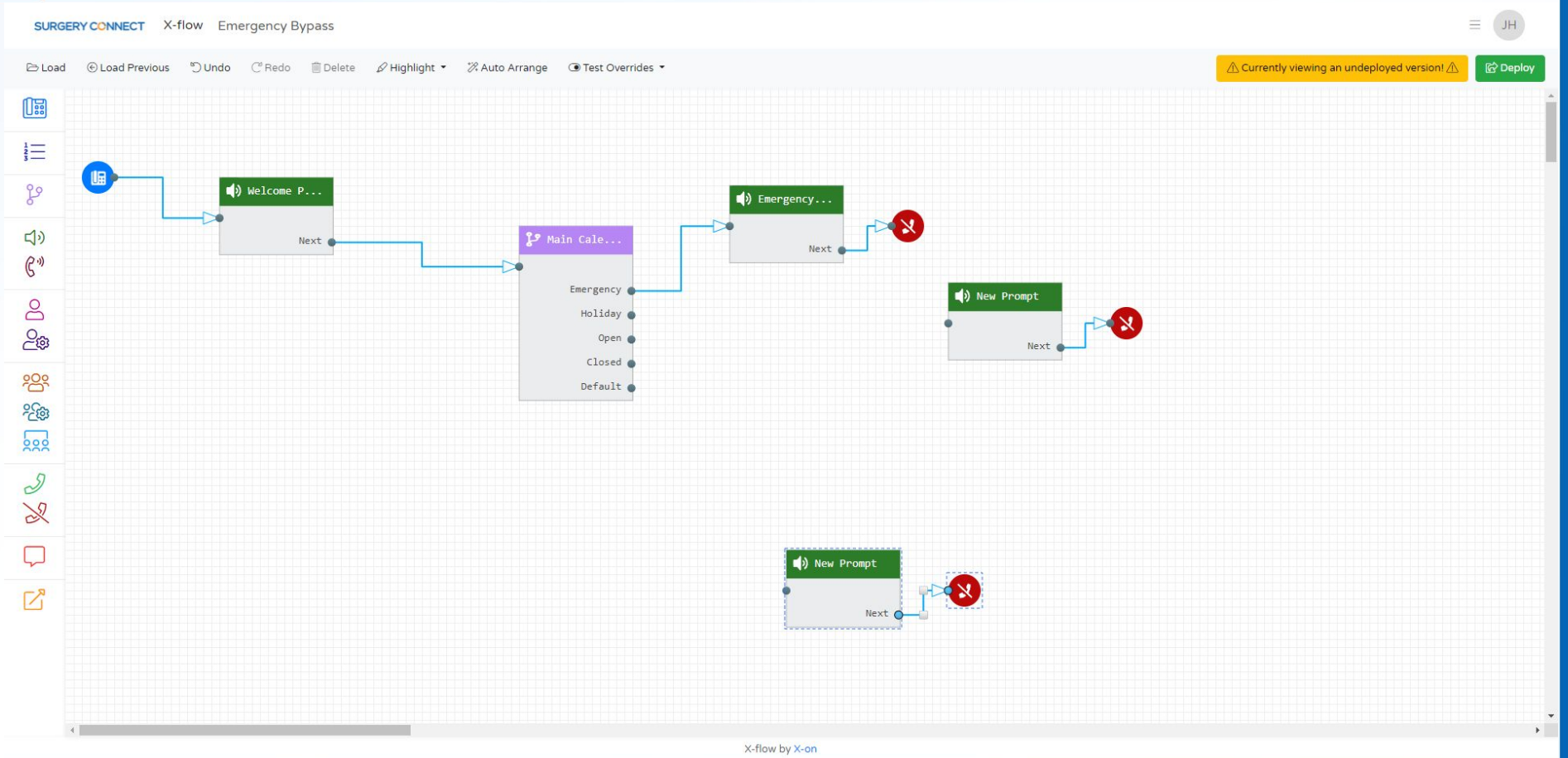

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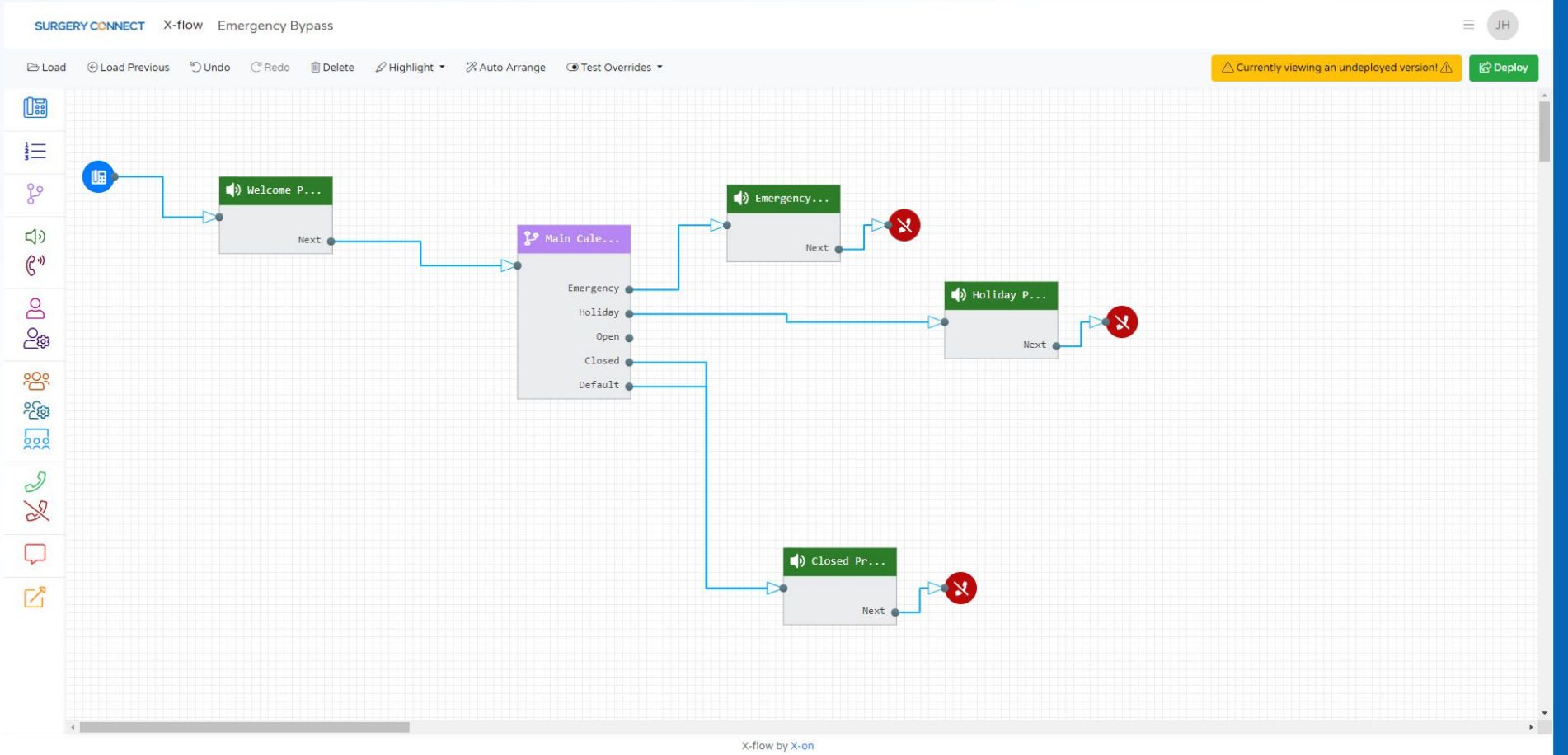

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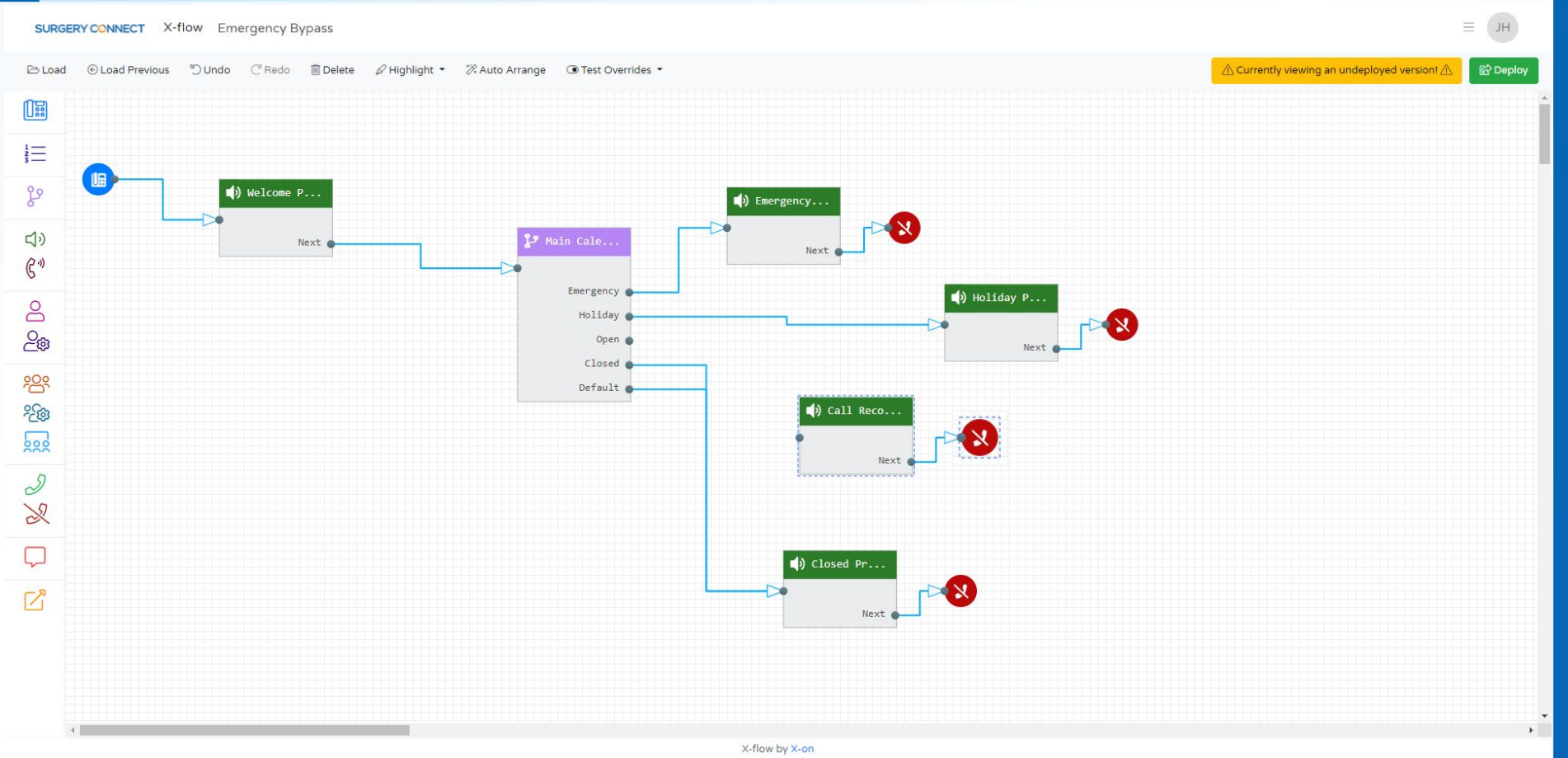

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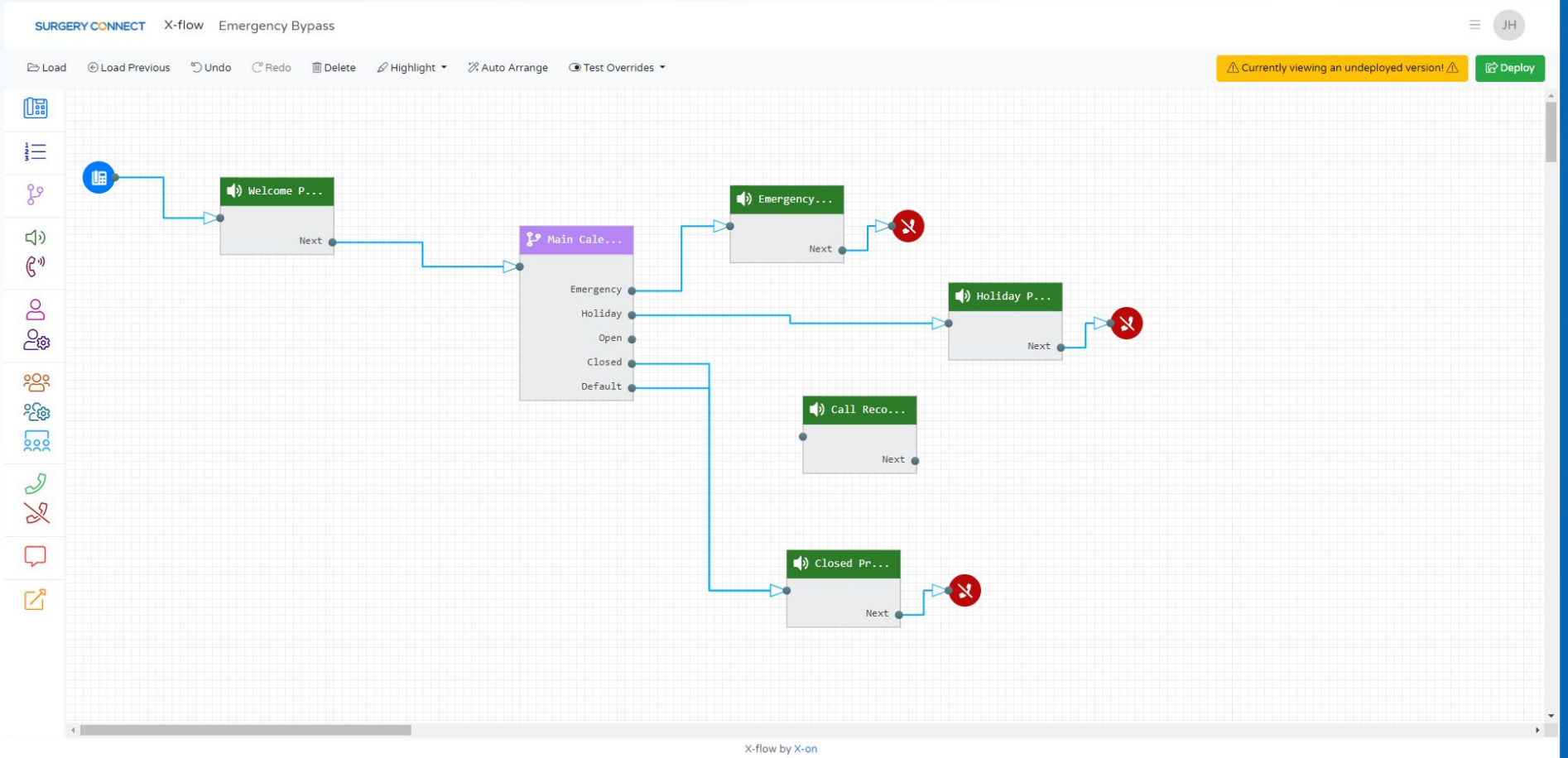

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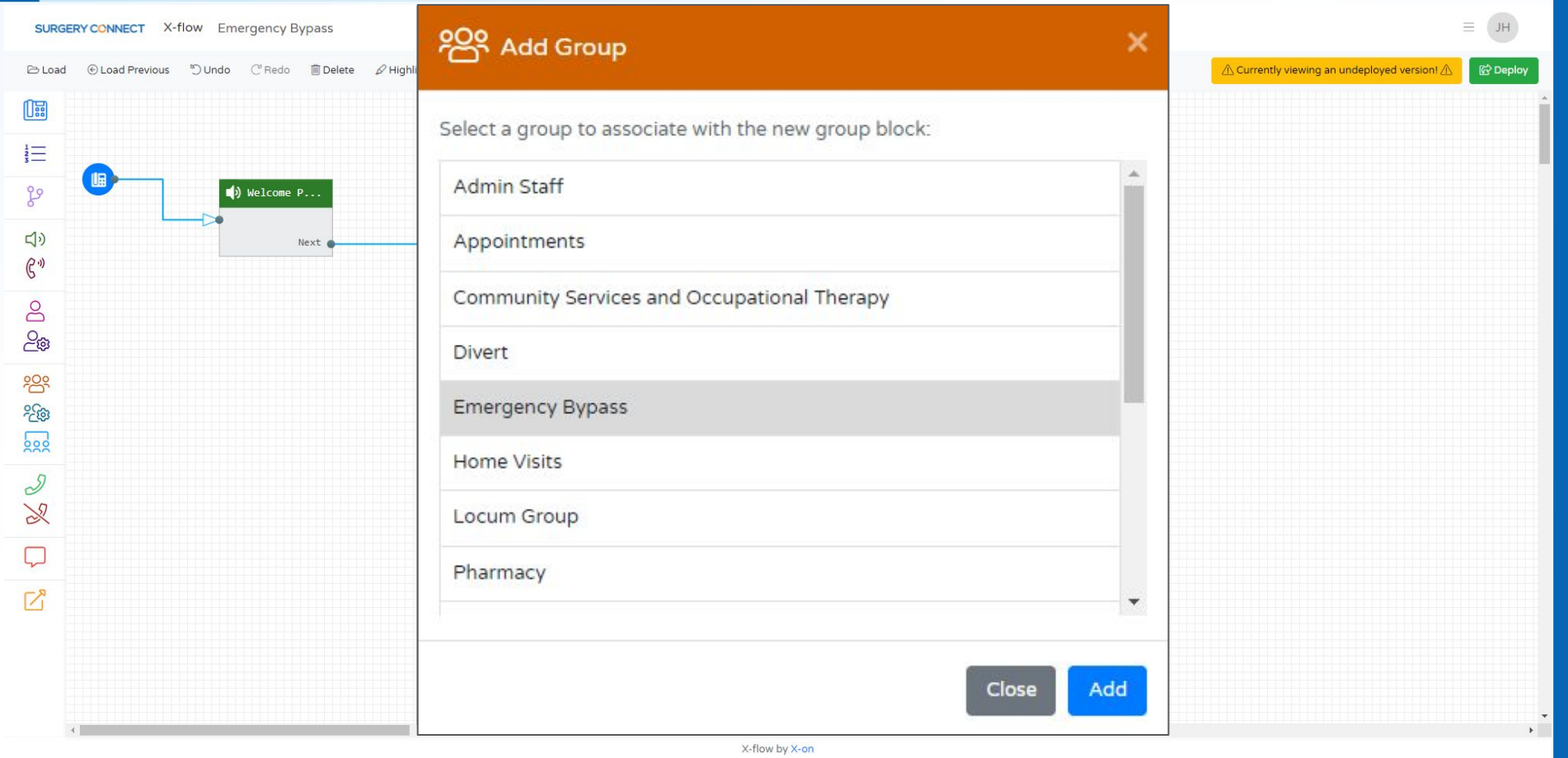

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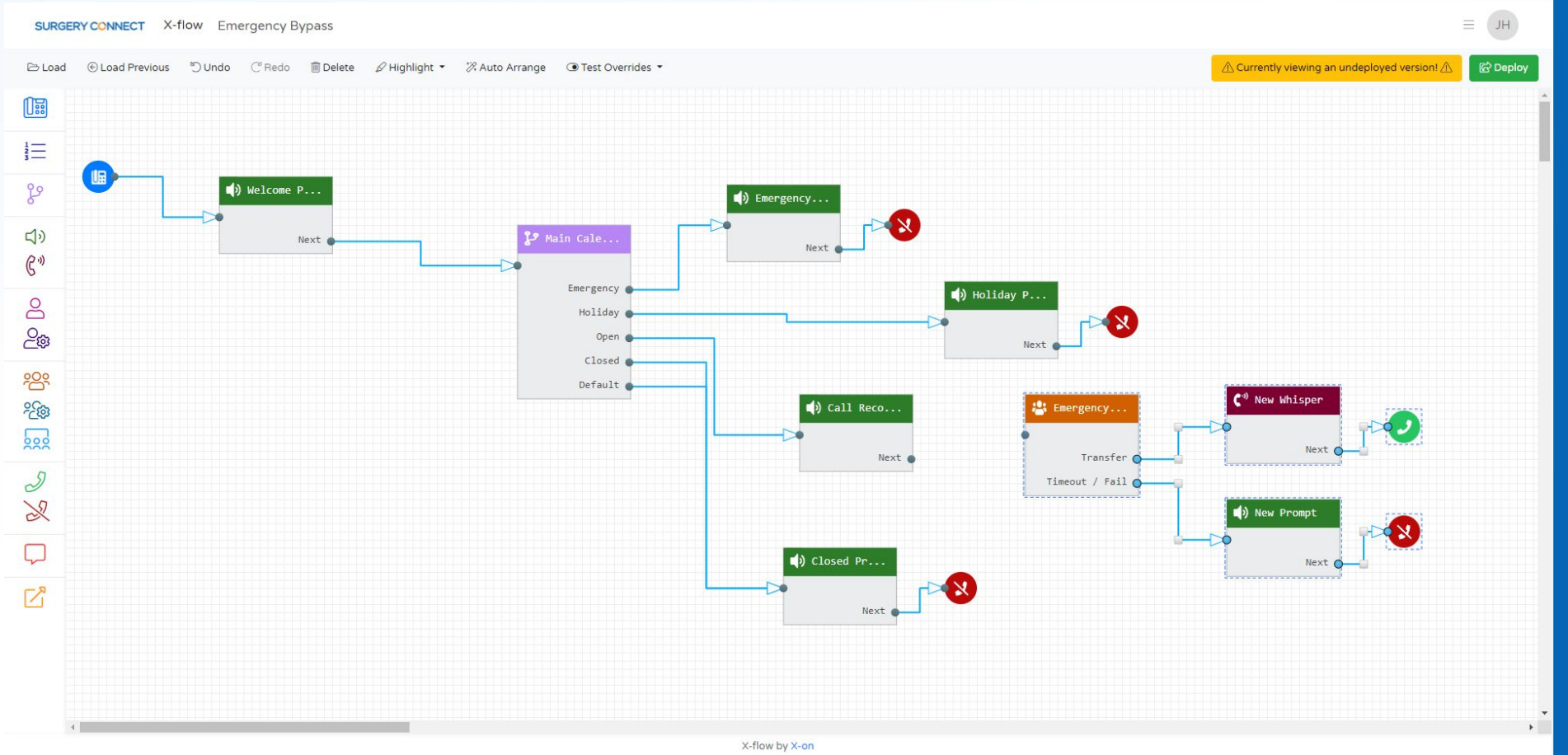

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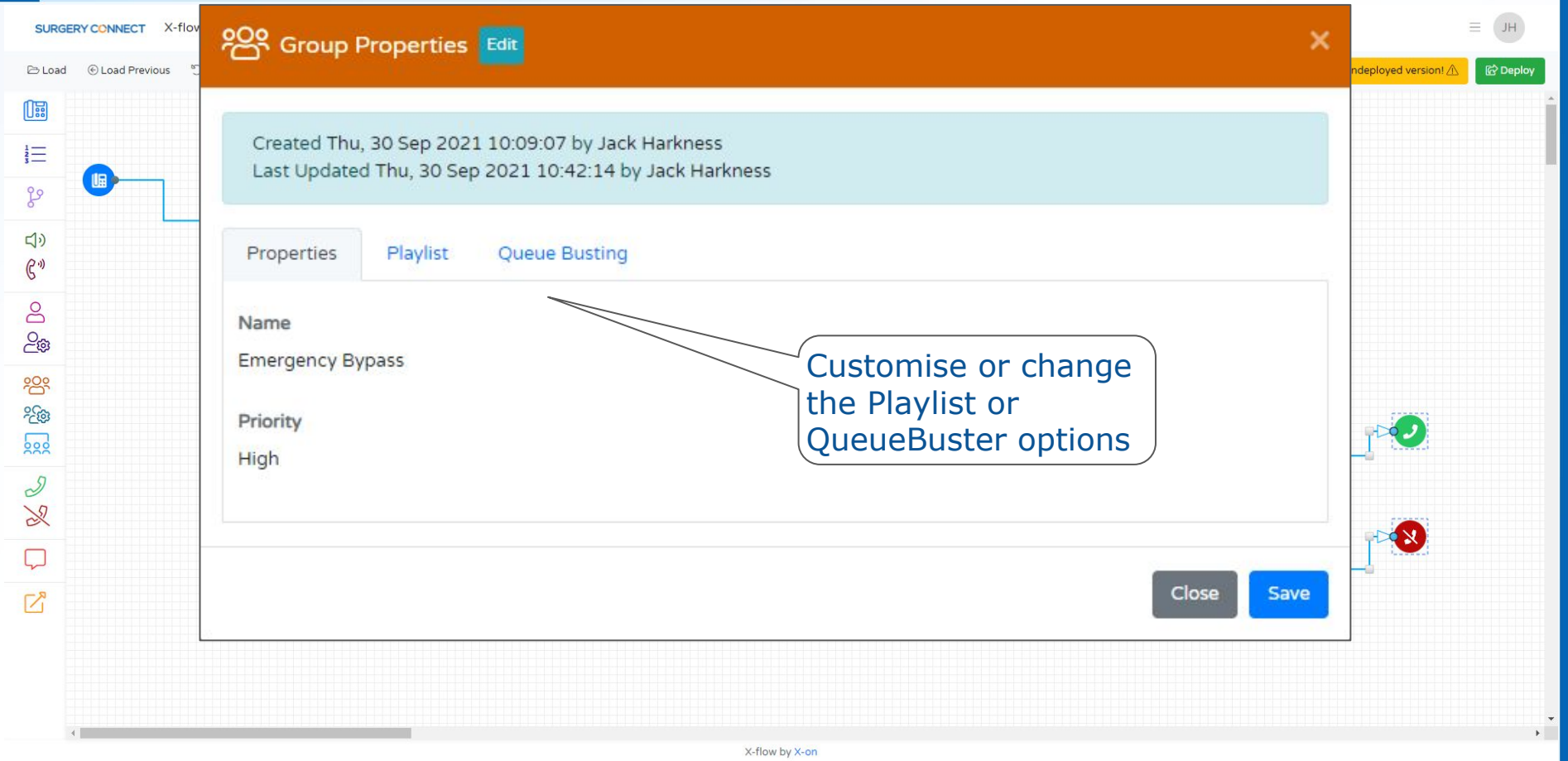

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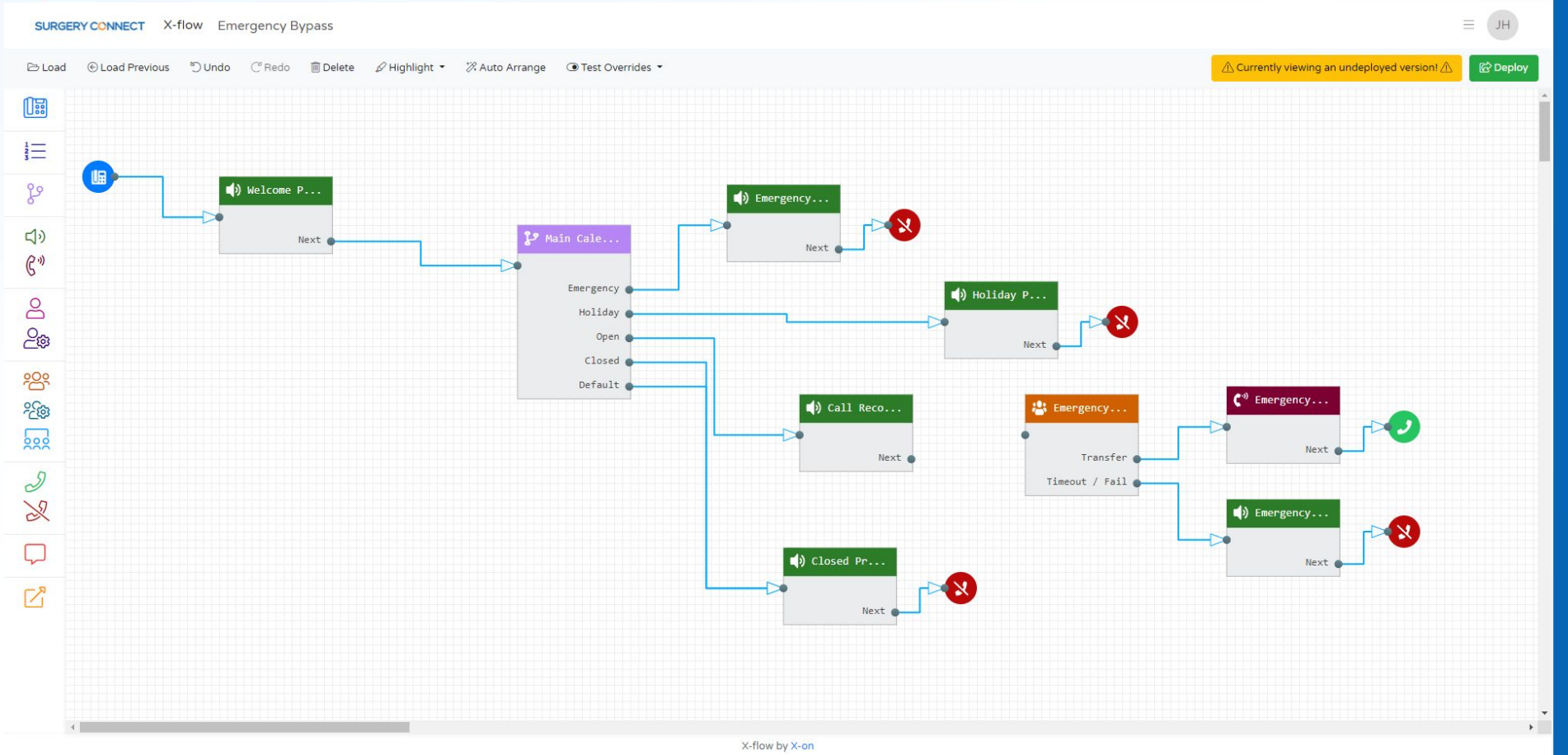

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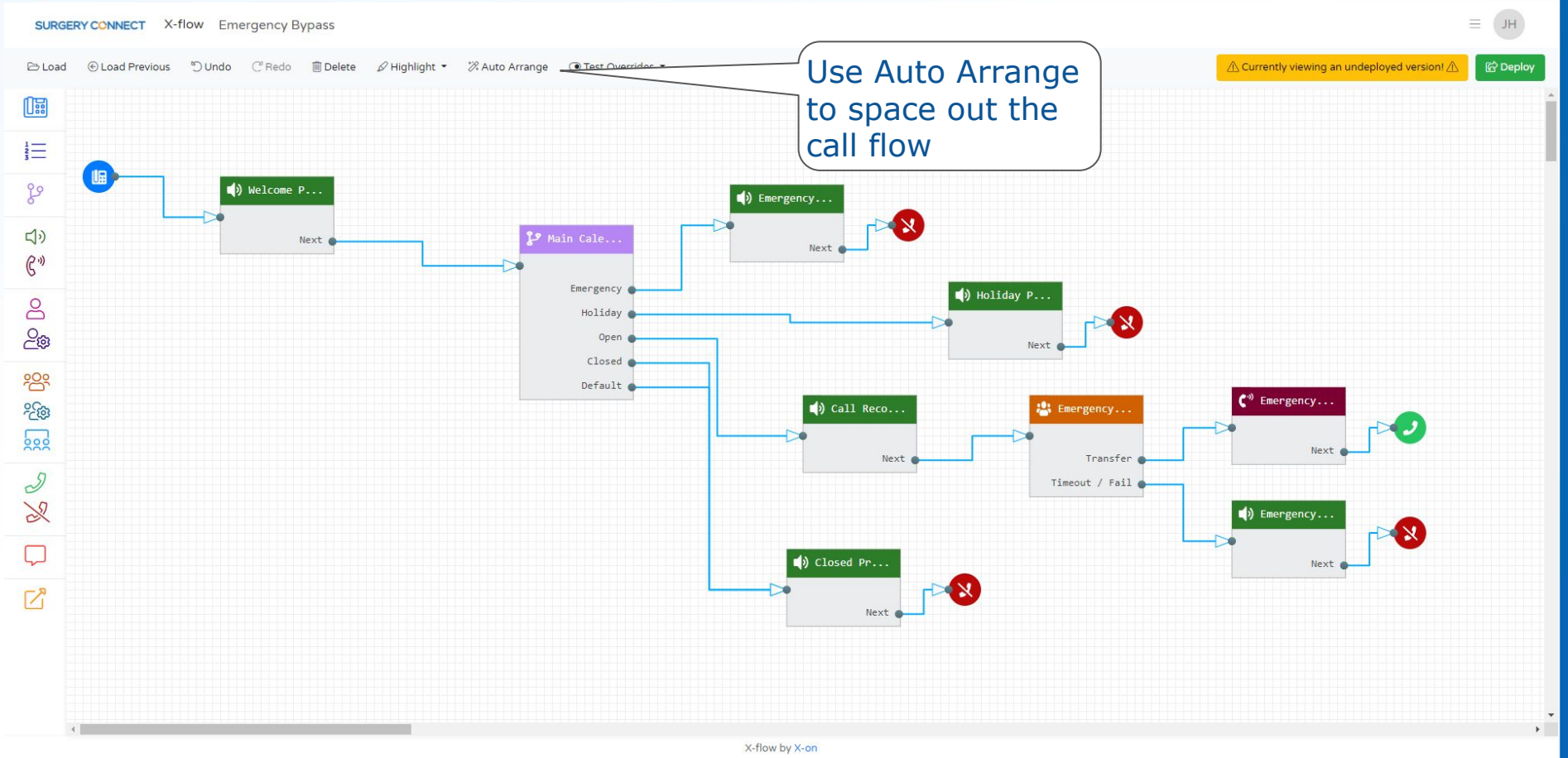

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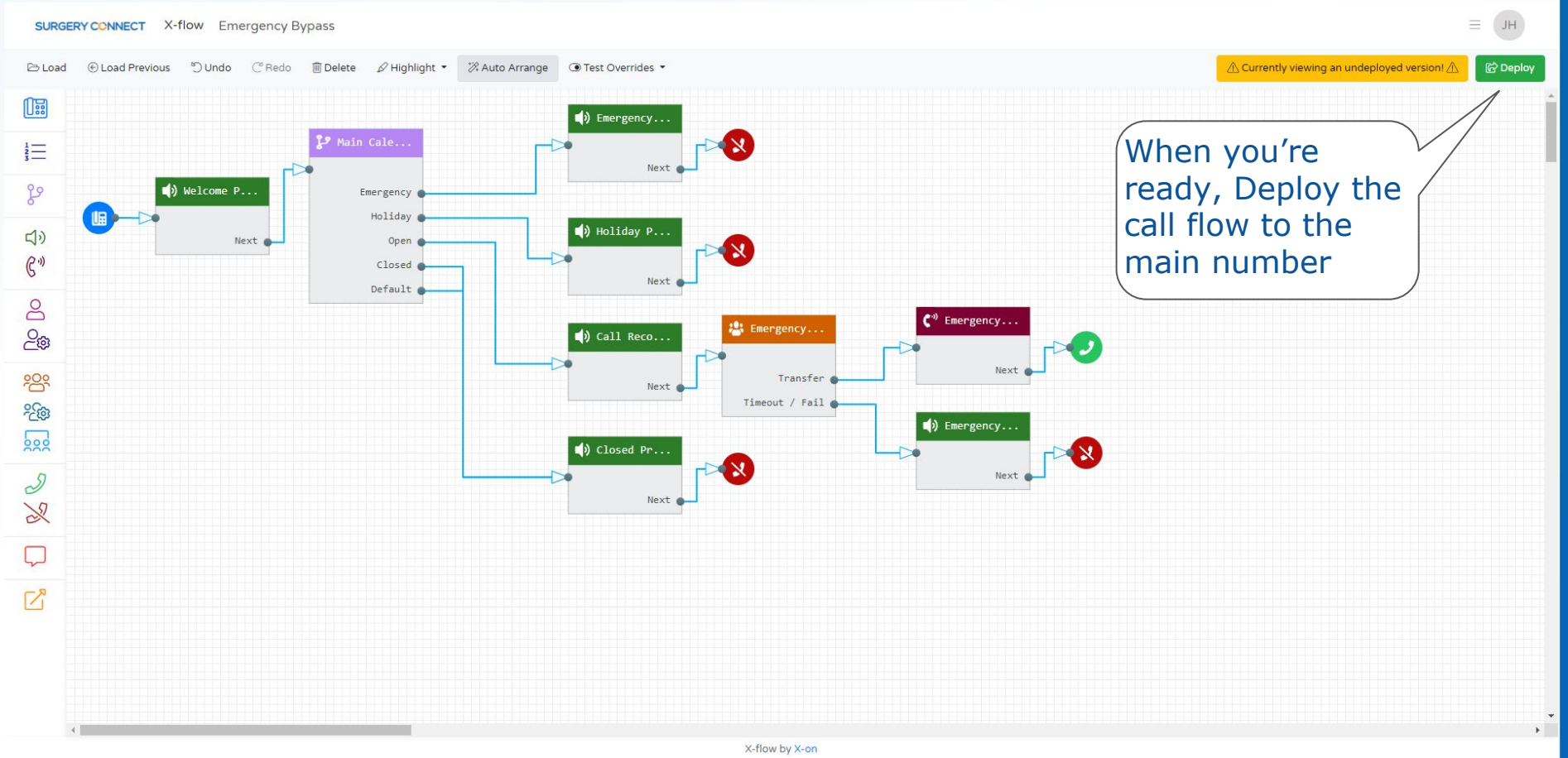

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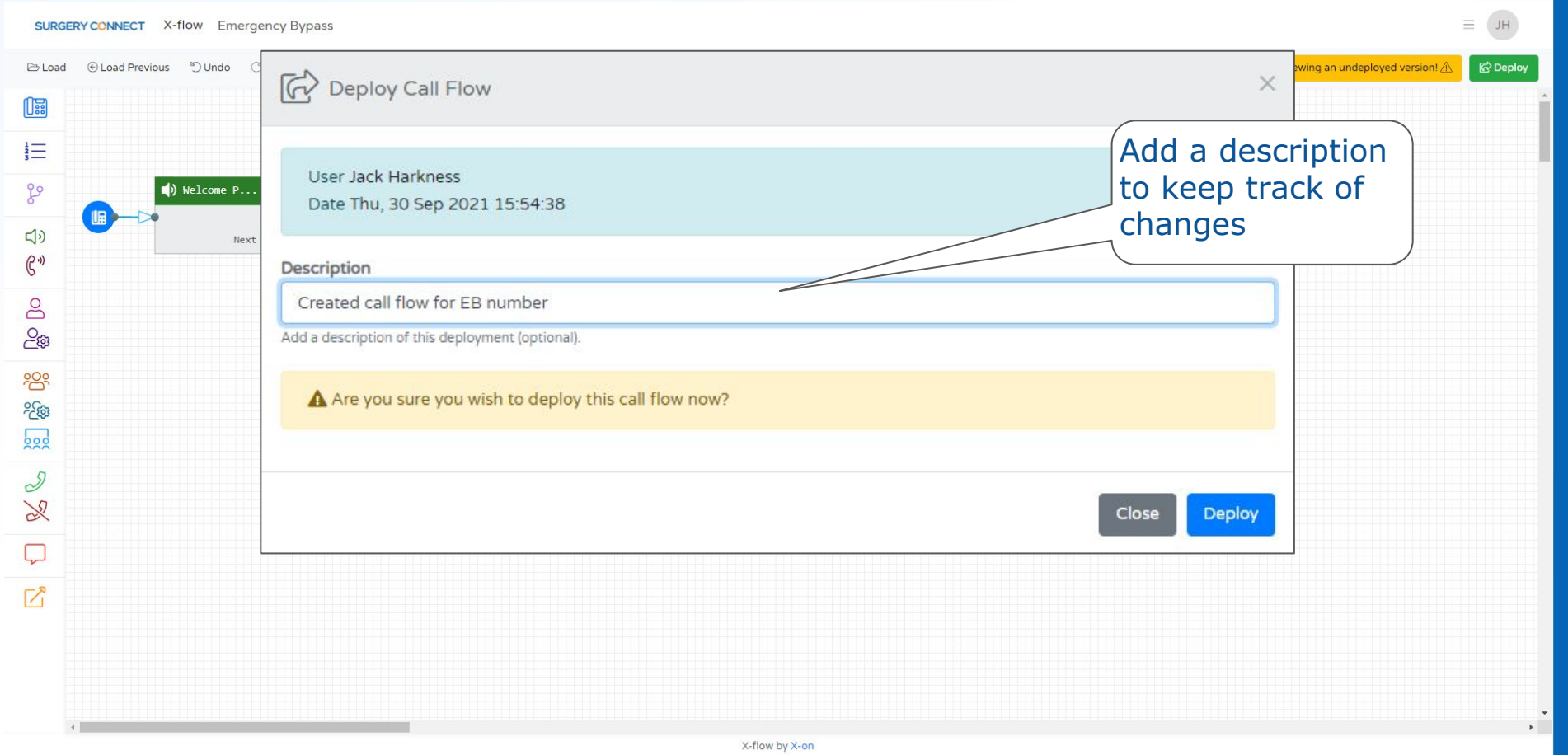

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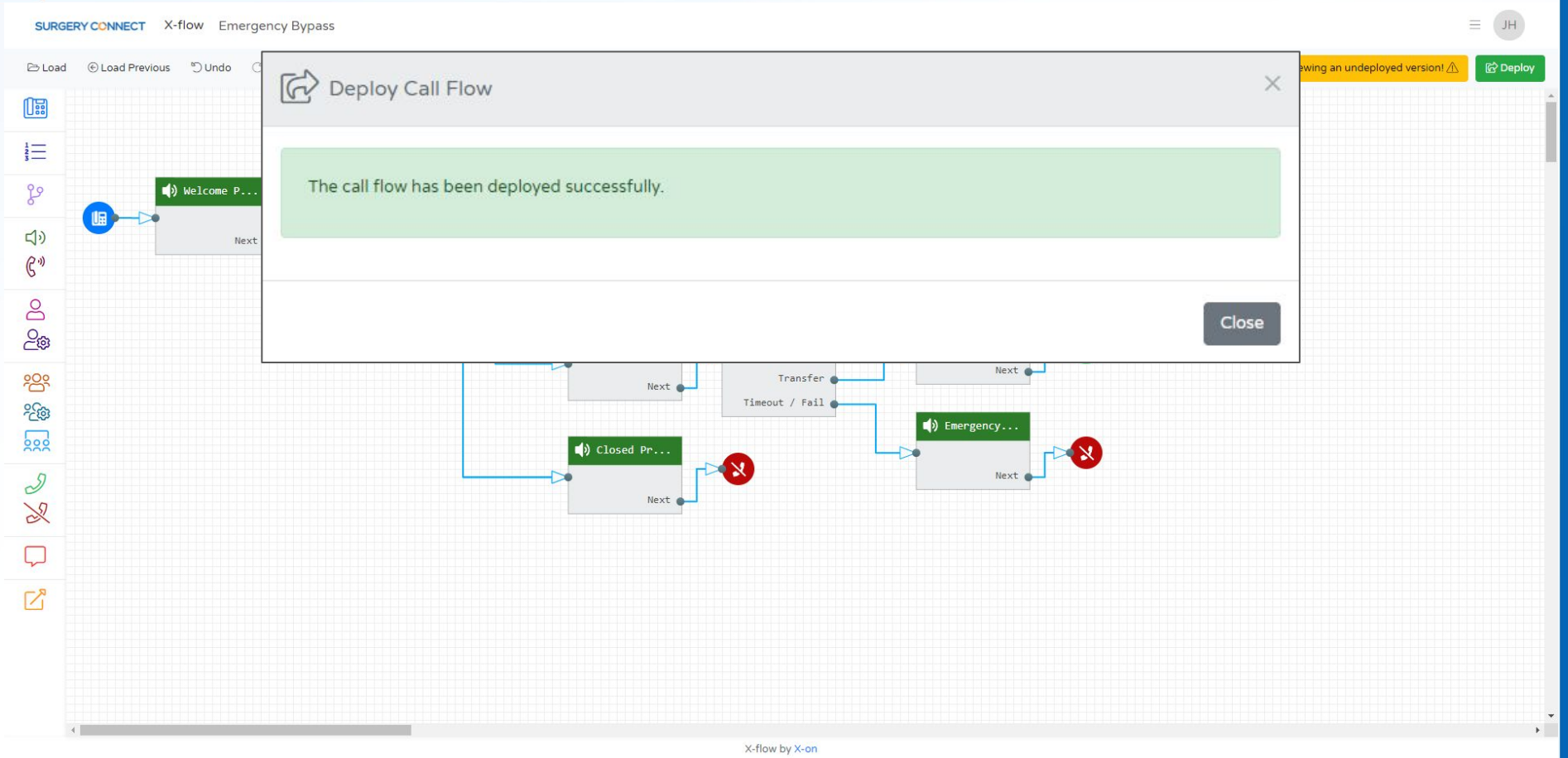

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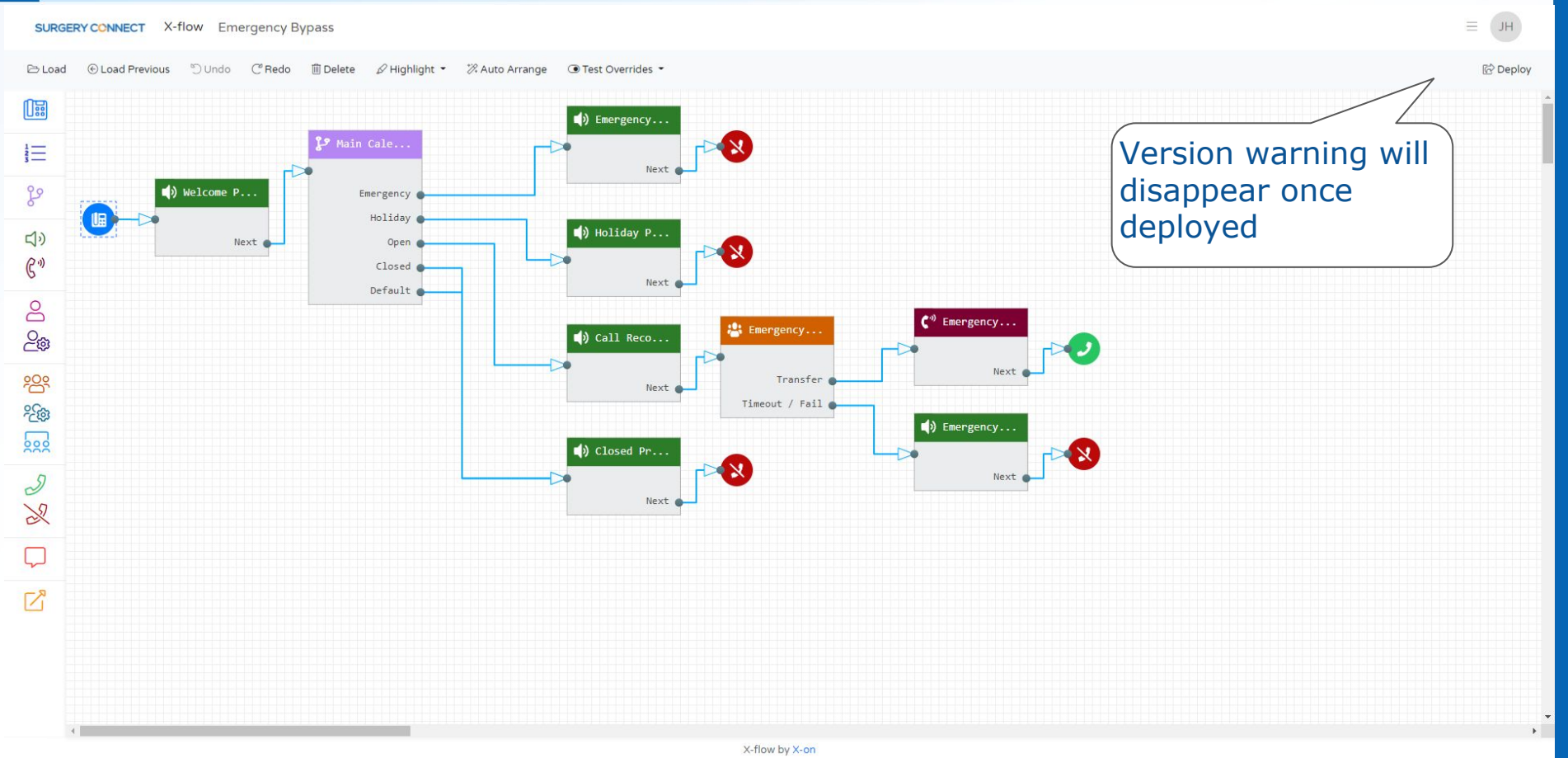
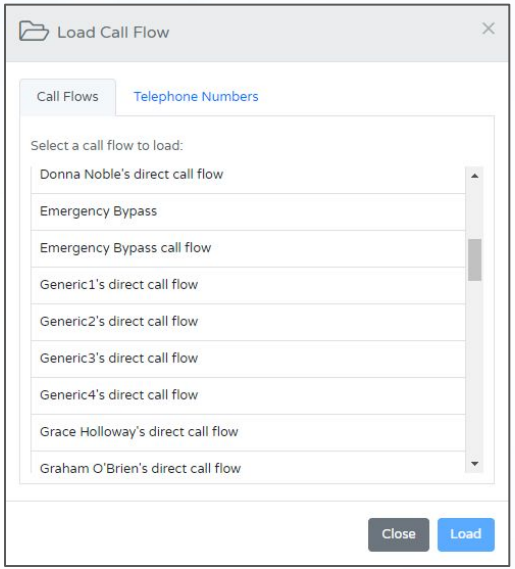


Call Flow Functions

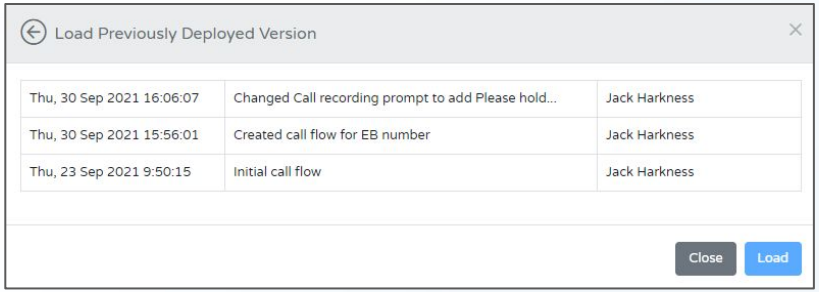
SURGERY CONNECT X-flow Emergency Bypass

Load | Load Previous | Undo | Redo | Delete | Highlight | Auto Arrange | Test Overrides

Load - load a call flow to edit



Load Previous - revert to a previously deployed version of the call flow



Call Flow Functions

SURGERY CONNECT X-flow Emergency Bypass

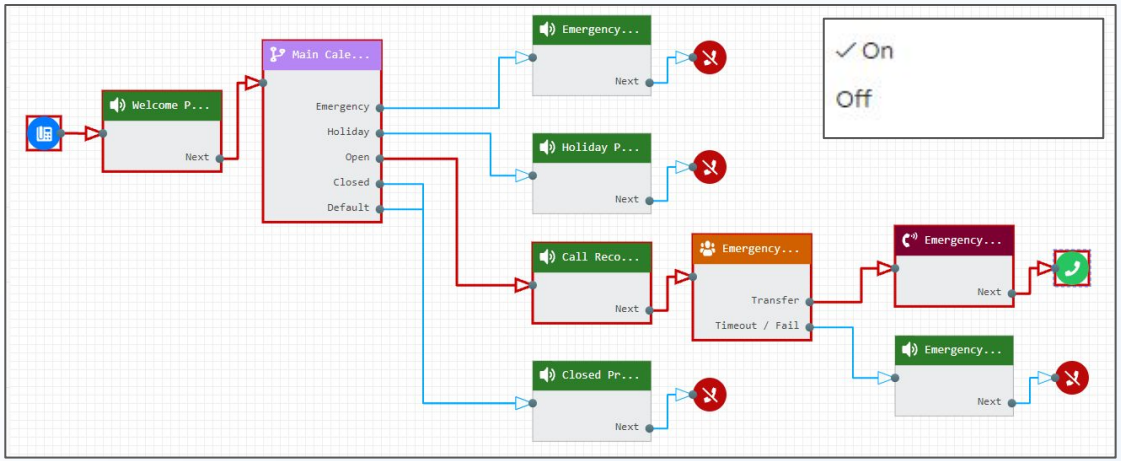
Load | Load Previous | Undo | Redo | Delete | Highlight | Auto Arrange | Test Overrides

Undo - reverse the action(s) made to the call flow

Redo - replaces the action when using Undo

Delete - deletes the selected object(s). You can also use the Delete key on your keyboard

Highlight - when 'On' will show the call route to the selected point in the call flow



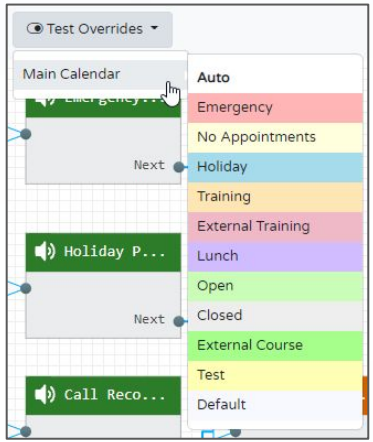
Call Flow Functions

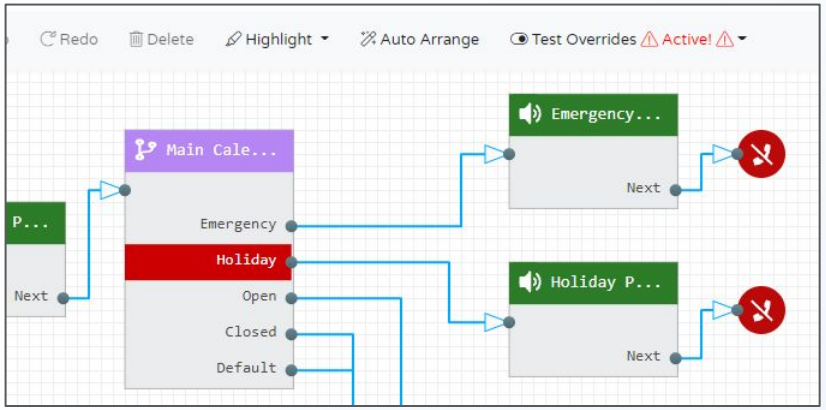
SURGERY CONNECT X-flow Emergency Bypass

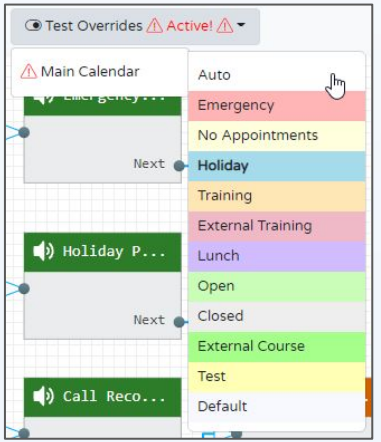
Load | Load Previous | Undo | Redo | Delete | Highlight | Auto Arrange | Test Overrides

Auto Arrange - will change the layout of the call flow so it's easier to read

Test Overrides - force a calendar on to a selected mode to enable testing without affecting the live call flow

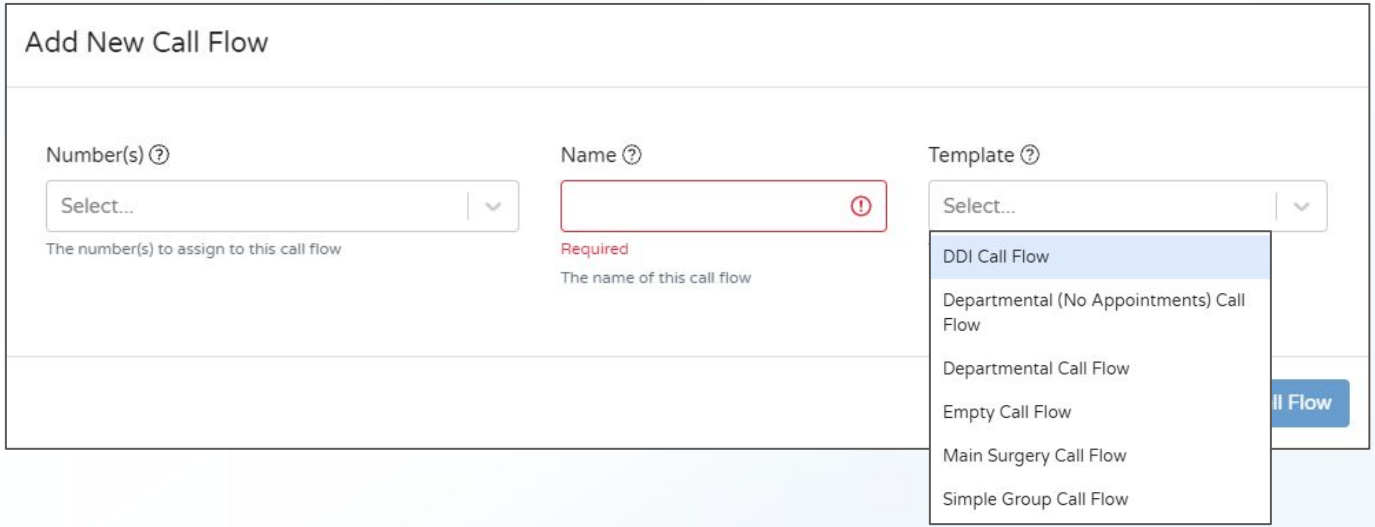






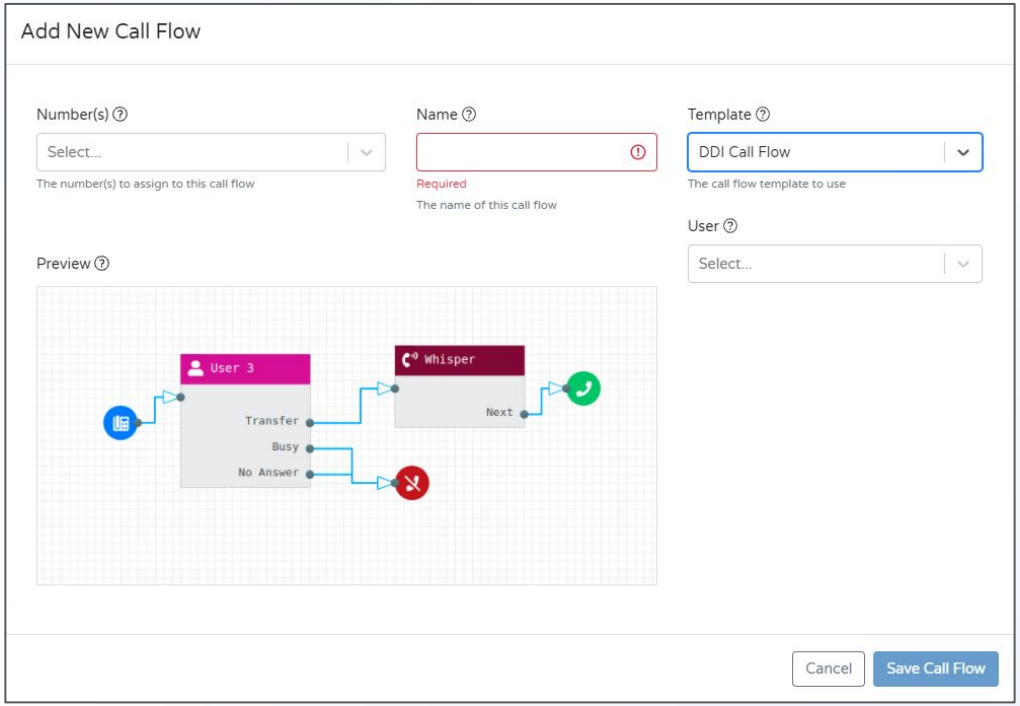
Call Flow Templates

The templates can be used to set up a call flow quickly and easily. When selected, each template will give a preview.



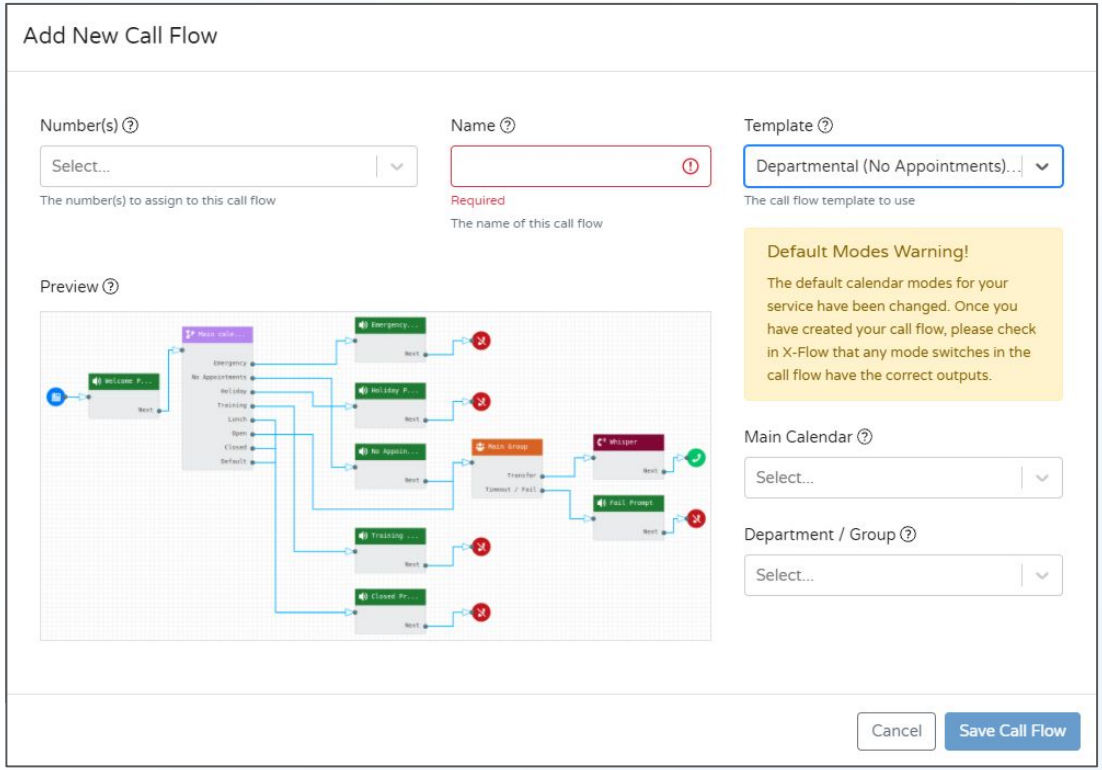
Call Flow Templates

DDI Call Flow - can be used to set up a call flow for a Direct Dial number



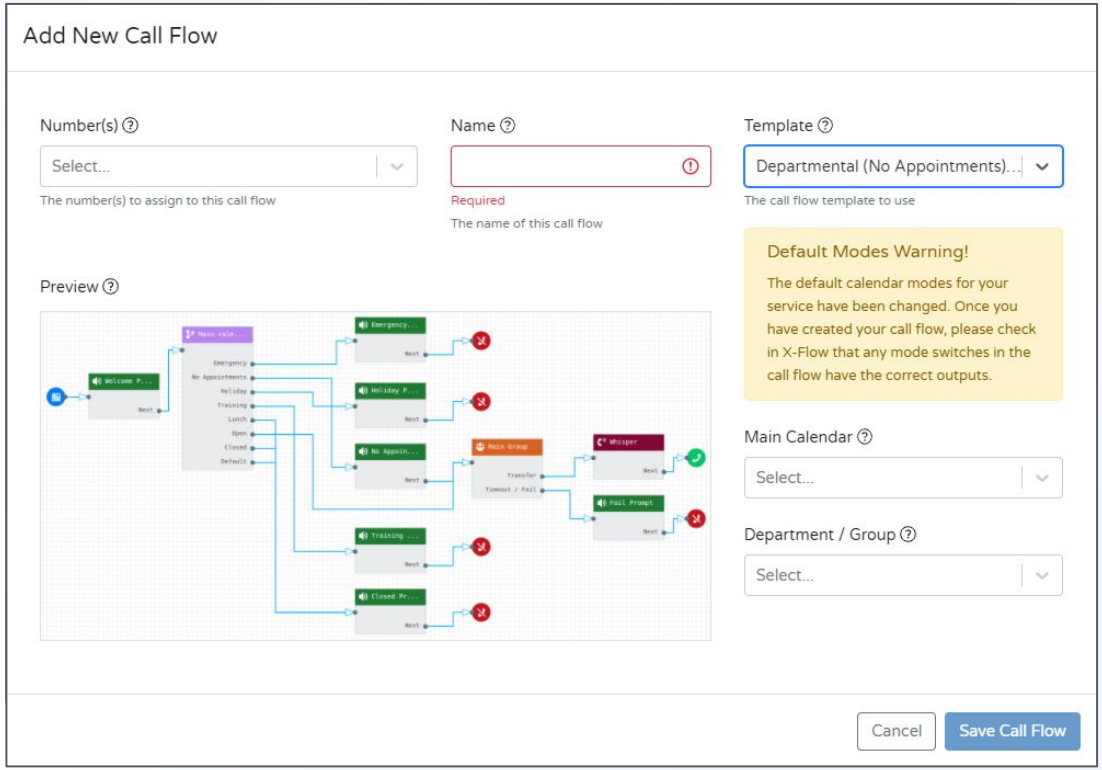
Call Flow Templates

Departmental (No Appointments) Call Flow - can be used when you have no menu options for callers



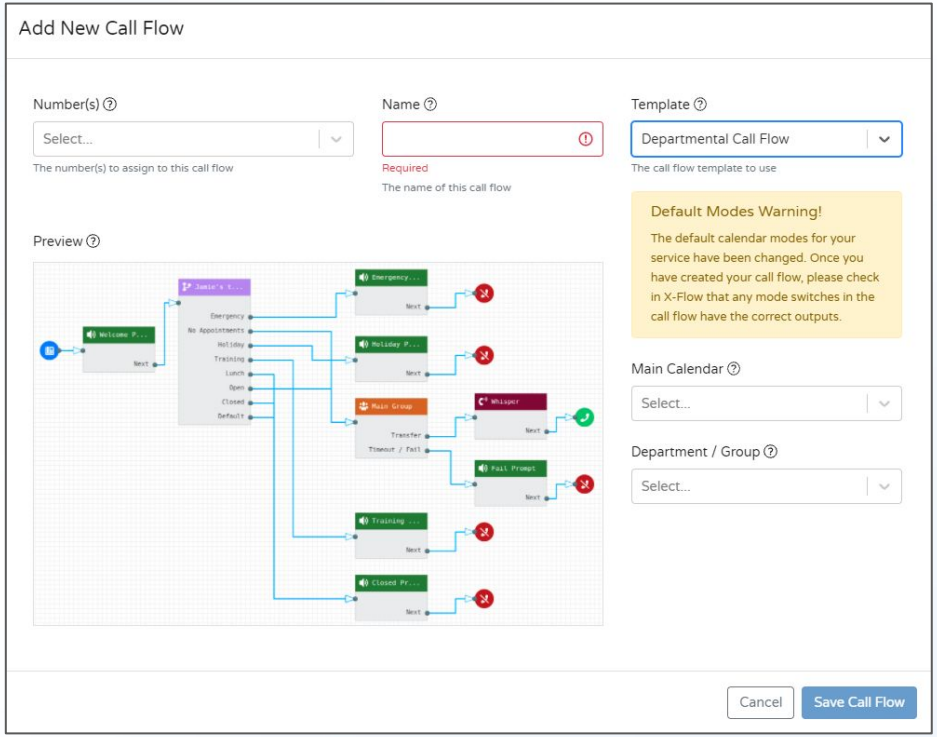
Call Flow Templates

Departmental (No Appointments) Call Flow - can be used when you have no menu options for callers



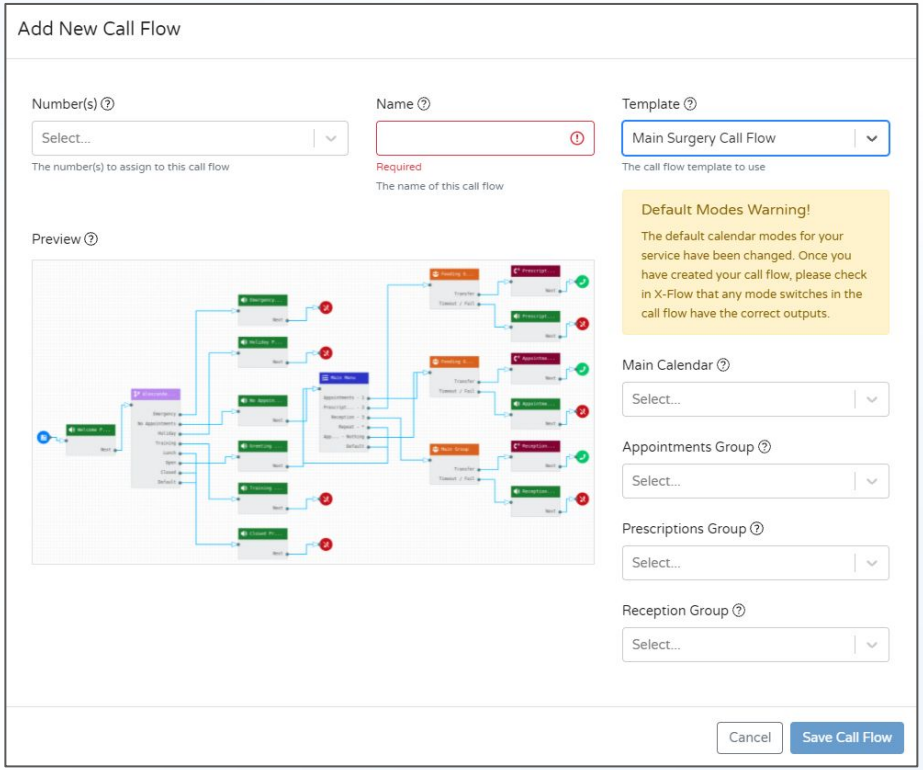
Call Flow Templates

Departmental Call Flow - can be used when you have no menu options for callers and no need for a No Appointments message



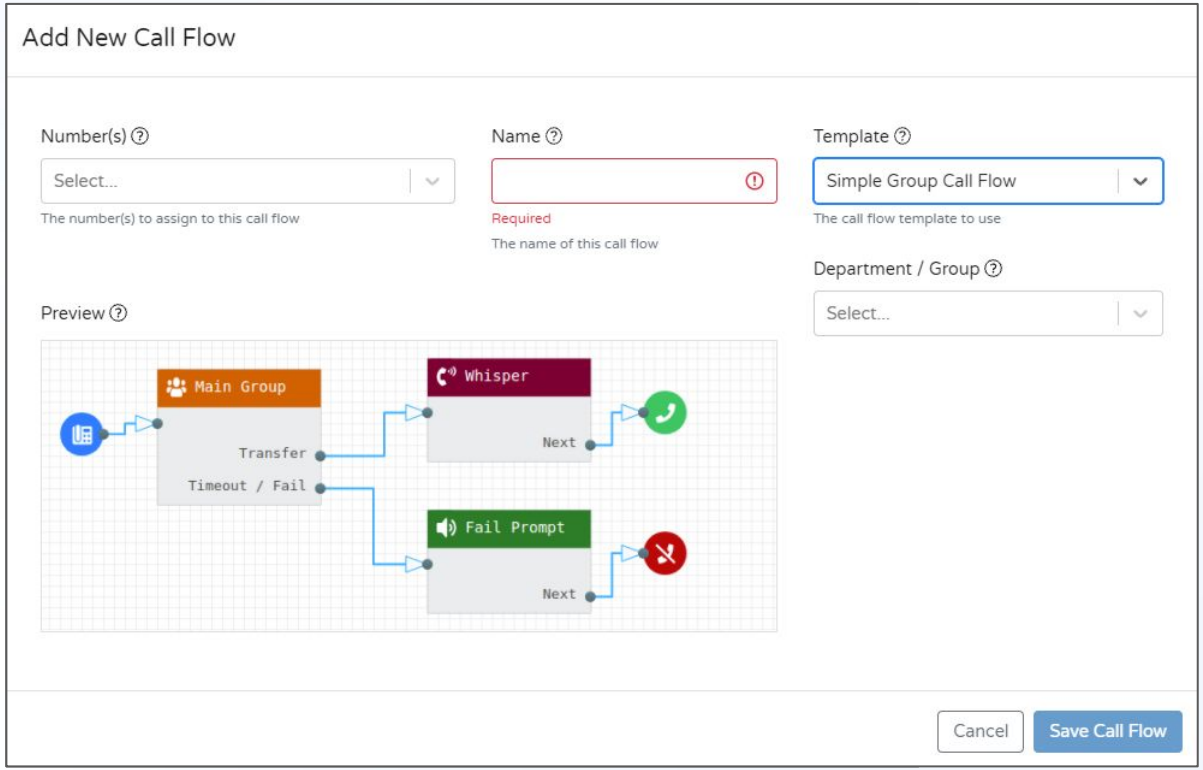
Call Flow Templates

Main Surgery Call Flow - can be used when you have menu options for callers



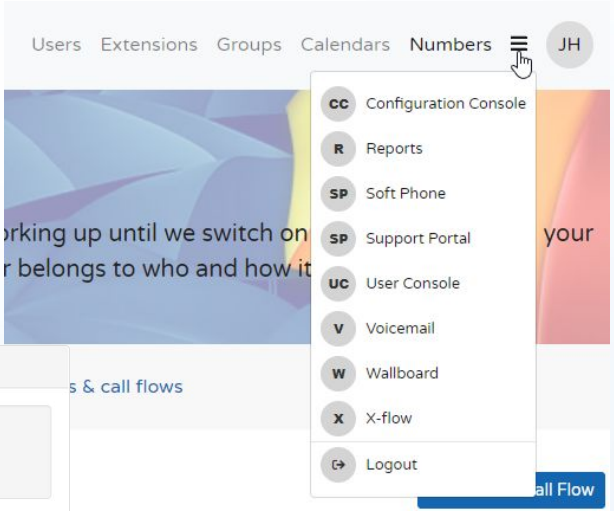
Call Flow Templates

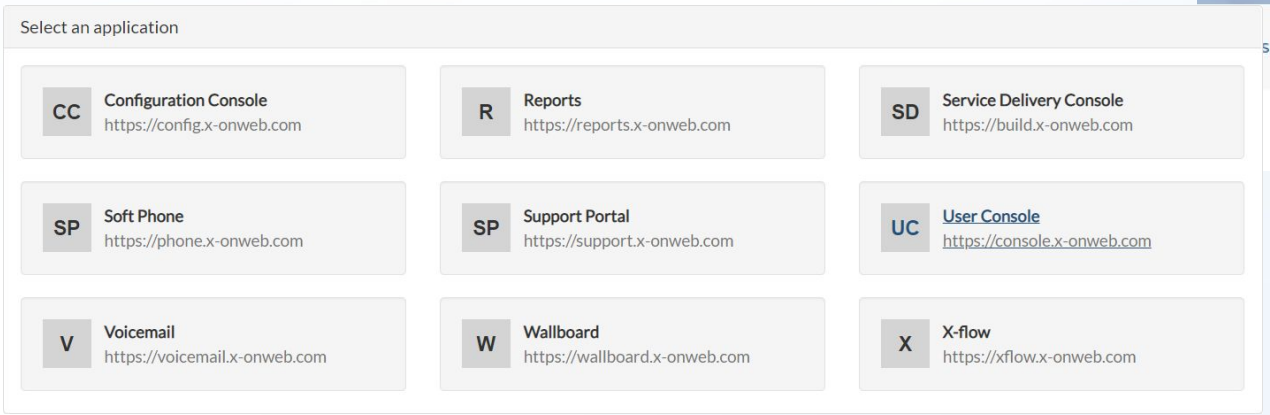
Simple Group Call Flow - can be used to direct calls straight to a Group (usually for Group Short Dials)



Group Call Priorities

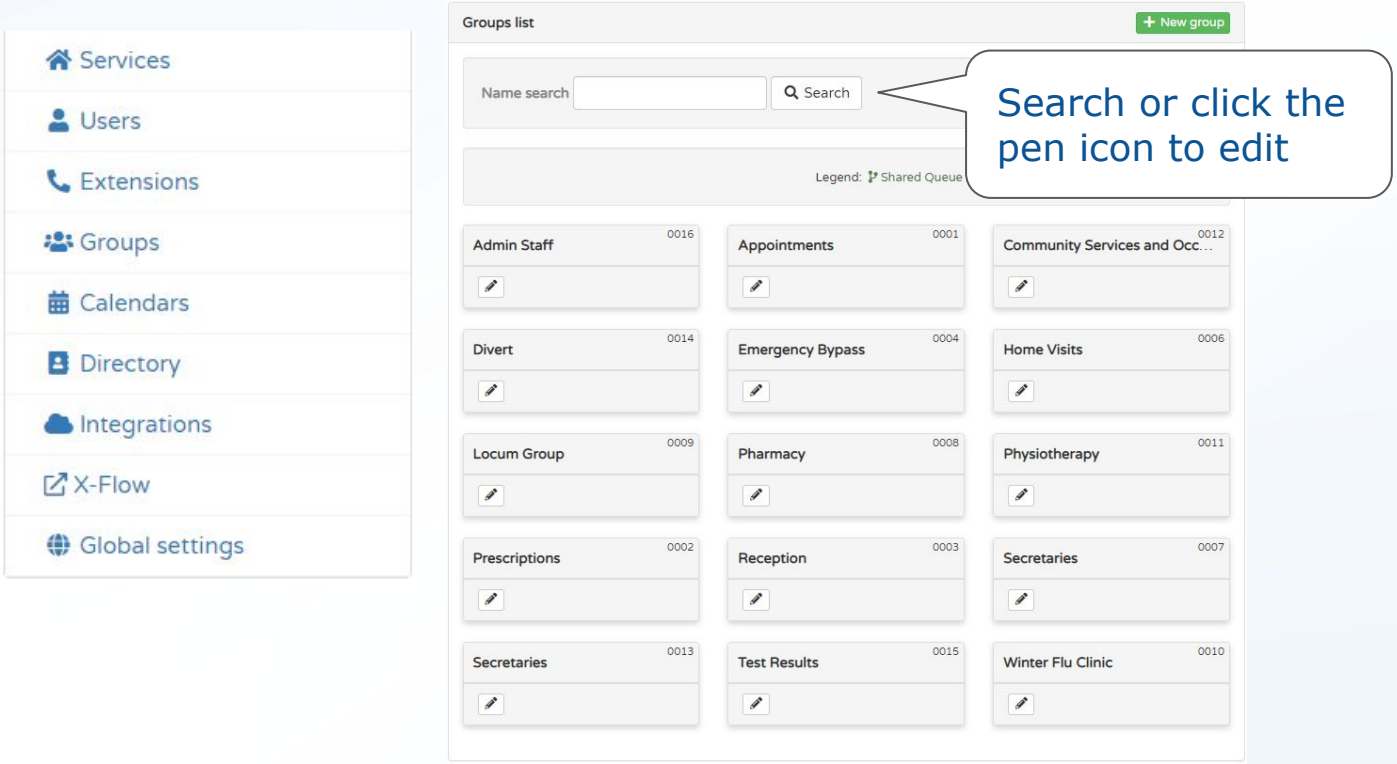
The way calls are distributed can be changed via the Configuration Console



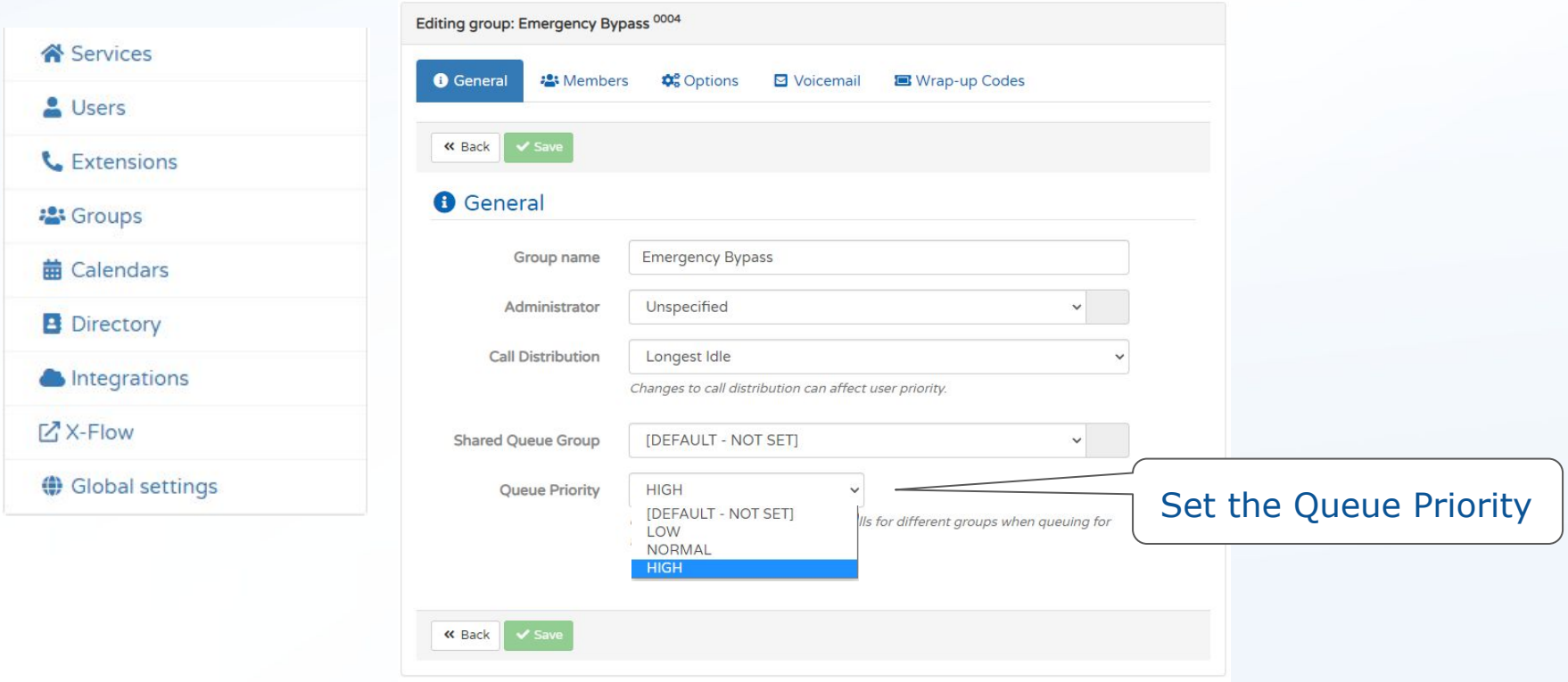


Group Call Priorities

Select Groups from the menu options



Group Call Priorities



Summary & Questions

- Accessing X-flow
- X-flow icons
- Building a call flow
- Call Flow Functions
- X-flow Templates
- Group call priorities

Questions?