SURGERY CONNECT

Remote Working Webinar

Presented by James Delves

Session Agenda

- Introduction to Remote Working

- Logging in

- Selecting a device

- Inbound and Outbound calls

- Logging out

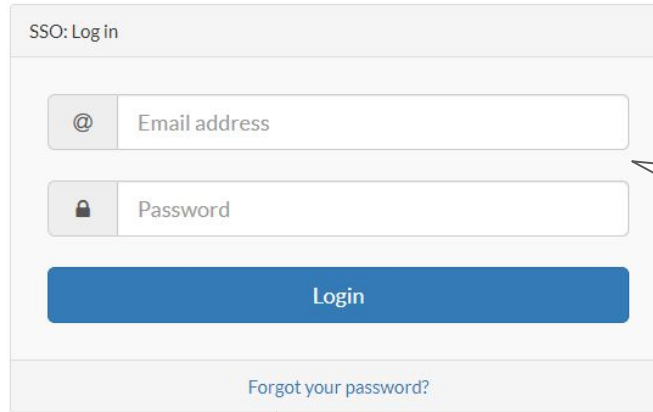- Customising the User Console

Remote Working

Surgery Connect allows Users to log in anywhere you can access the internet. You can be using the Surgery Connect system, as though you are in the practice, even using internal short dial numbers, and patients don't know the difference.

You can select which device you would like to make and receive calls on.

sso.x-onweb.com

Logging in

Open new web page and navigate to **sso.x-onweb.com**

Logging in

SURGERY CONNECT ≡ MS

Select an application

SP Soft Phone https://phone.x-onweb.com	**SP** Support Portal https://support.x-onweb.com	**UC** User Console https://console.x-onweb.com
V Voicemail https://voicemail.x-onweb.com		

Standard User options

SURGERY CONNECT ≡ JH

Select an application

CC Configuration Console https://config.x-onweb.com	**R** Reports https://reports.x-onweb.com	**SD** Service Delivery Console https://build.x-onweb.com
SP Soft Phone https://phone.x-onweb.com	**SP** Support Portal https://support.x-onweb.com	**UC** User Console https://console.x-onweb.com
V Voicemail https://voicemail.x-onweb.com	**W** Wallboard https://wallboard.x-onweb.com	**X** X-flow https://xflow.x-onweb.com

Supervisor User options

Logging in

Selecting a Device

Inbound and Outbound calls

SURGERY CONNECT

Many training webinars available online - Click Here

No calls found

Click the Dial number icon to show the softphone on the screen

Dial number

Community Services and Occupational Therapy 310
BW 203 Barbara Wri...   RW 214 Rory Williams
RS 211 Ryan Sinclair   WM 213 Wilfred Mott
ZH 225 Zoe He...

Emergency Bypass
MJ 215 Martha

Home Visits 304
ST 226 Steven

Locum Group 307
L1 261 Locum
L3 Locum 3

Pharmacy 306
BJ 217 Ben Ja...
LS 202 Liz Sha...

JH 206 Jack Ha...

Reception 300

☎ 0333 332 3647

0333 332 3647

Reject   Answer

Calls can be answered or rejected

Incoming Call
0333 332 3647 is calling you
phone.x-onweb.com

Available Users	Ringing Now	Queued Now	Current Longest Q	Inbound Today	Answered Today	Average Talk Time
14	1	1	5s	3	3	11s

Inbound and Outbound calls

Once answered, call functions are controlled from the screen

To pause the call recording, dial *5 on the keypad

Inbound and Outbound calls

Inbound and Outbound calls

Convert to a video call if connected to a mobile device

Selecting a Personal Device

Logging Out

Customising the User Console

Click on Menu

Select Settings

Customising the User Console

Change the display on your User Console

Change the split between calls and users

Change the number of calls shown on each page in the calls list

Set how Users and calls are displayed

Customising the User Console

Deactivate Show panel to remove all the Stats boxes from your User Console display

Add or remove individual boxes

Customising the User Console

Customising the User Console

Settings

Appearance

Stat Boxes

Calendars

Soft phone

Other

Use soft phone in free mode

Softphone position

Select a position for the softphone or choose free mode to move it around the screen

Customising the User Console

Summary & Questions

- Introduction to Remote Working

- Logging in

- Selecting a device

- Inbound and Outbound calls

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- Customising the User Console

Questions?