



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

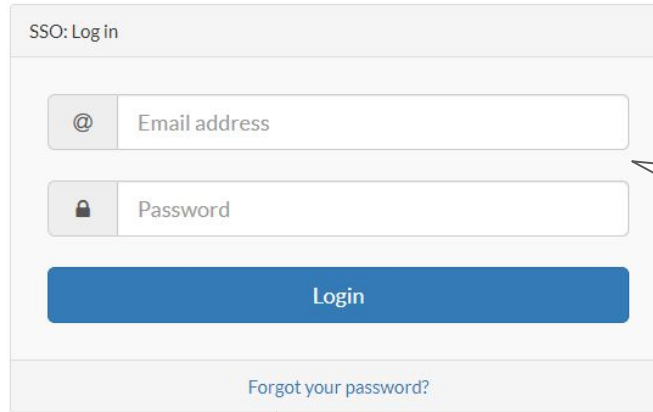
Surgery Connect allows Users to log in anywhere you can access the internet. You can be using the Surgery Connect system, as though you are in the practice, even using internal short dial numbers, and patients don't know the difference.

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



The image shows a screenshot of a web login form titled "SSO: Log in". It features two input fields: the first is labeled "Email address" with an "@" icon, and the second is labeled "Password" with a lock icon. Below these fields is a blue "Login" button. At the bottom of the form, there is a link that says "Forgot your password?".

Enter your User name and the password you set for Surgery Connect

Your User Password can be reset here if you forget it

Logging in

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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

SURGERYCONNECT

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Started	Caller	Dialled	Queue	Answered by	Duration
11:19	Mickey Smith	0333 332 3647			
11:10	0333 332 3647	Main Number	Physiotherapy (32s)	Mickey Smith	
10:49	Jack Harkness	Mickey Smith		Mickey Smith	
10:49	Jack Harkness	Mickey Smith			
10:48	Jack Harkness	Mickey Smith			
10:48	Jack Harkness	Mickey Smith			
10:48	Mickey Smith	Jack Harkness		Jack Harkness	
10:48	Mickey Smith	Jack Harkness			

Calls list

Admin Staff 330

- AP 207 Amy Pond
- BP 209 Bill Potts
- DN 200 Donna Noble
- JG 220 Jo Grant
- LS 202 Liz Shaw
- RT 201 Rose Tyler

Appointments 301

- AM 216 Adam Mitchell
- BW 203 Barbara Wri...
- BJ 217 Ben Jackson
- BP 209 Bill Potts
- DN 200 Donna Noble
- GO 208 Graham O'B...
- JH 206 Jack Harkness
- JM 223 Jamie McCri...
- JG 220 Jo Grant
- LS 202 Liz Shaw
- RW 214 Rory Williams
- RS 211 Ryan Sinclair
- TJ 236 Tegan Jovan...
- YK 212 Yasmin Khan

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 Heriot

Emergency Bypass 302

- MJ 215 Martha Jones

Home Visits 304

- CT 225 Steven Taylor

User list

< 1 > 1-8 of 8

Available Users	13	Ringling Now	0	Queued Now	0	Current Longest Q	0	Inbound Today	3	Answered Today	1	Average Talk Time	16s
-----------------	----	--------------	---	------------	---	-------------------	---	---------------	---	----------------	---	-------------------	-----

Available

Selecting a Device

SURGERYCONNECT

Click on your initials

MS

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The screenshot displays the SURGERYCONNECT interface. At the top left, there is a search icon and a filter icon. Below them is a call log table with columns for 'Started' and 'Called'. The call log contains several entries with timestamps (11:19, 11:10, 10:49, 10:48) and status icons. A central modal window is open for 'Mickey Smith' (ID 224). This modal has three main sections: 'Numbers' (Work: 01449 100117, Mobile: 07733 102997, Temp: Soft phone), 'User status' (Available, Do Not Disturb, Logged Out, Outbound Calls), and 'Group management' (Physiotherapy). A 'Close' button is at the bottom right of the modal. On the right side of the interface, there is a list of other users with their initials and names (e.g., BP 209 Bill Potts, JG 220 Jo Grant, RT 201 Rose Tyler, BW 203 Barbara Wri..., GO 208 Graham O'B..., JM 223 Jamie McCri..., LS 202 Liz Shaw, RS 211 Ryan Sinclair, YK 212 Yasmin Khan, RW 214 Rory Williams, WM 213 Wilfred Mott, MJ 215 Martha Jones, CT 205 Steven Taylor). At the bottom, there is a status bar with various metrics: Available Users (13), Ringing Now (0), Queued Now (0), Current Longest Q (0), Inbound Today (3), Answered Today (1), and Average Talk Time (16s). A '1' in a box is visible on the left side of the status bar, and '1-8 of 8' is on the right.

Select your device

Select your status

Available Users	Ringing Now	Queued Now	Current Longest Q	Inbound Today	Answered Today	Average Talk Time
13	0	0	0	3	1	16s

Available

Inbound and Outbound calls

SURGERY CONNECT

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No calls found

< 1 >

Available Users 14	Ringing Now 1	Queued Now 1	Current Longest Q 5s	Inbound Today 3	Answered Today 3	Average Talk Time 11s
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Click the Dial number icon to show the softphone on the screen

Calls can be answered or rejected

Dial number

0333 332 3647

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 Her...

Emergency Bypass
 MJ 215 Marthe...

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

Reception 300

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

Inbound and Outbound calls

SURGERY CONNECT



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	Started	Caller	Dialled	Queue	Answered by	Duration
	11:19	Mickey Smith	0333 332 3647			
	11:10	0333 332 3647	Main Number	Physiotherapy (32s)	Mickey Smith	
	10:49	Jack Harkness	Mickey Smith		Mickey Smith	
	10:49	Jack Harkness	Mickey Smith		Mickey Smith	
	10:48	Jack Harkness	Mickey Smith		Mickey Smith	
	10:48	Jack Harkness	Mickey Smith		Mickey Smith	
	10:48	Mickey Smith	Jack Harkness		Jack Harkness	
	10:48	Mickey Smith	Jack Harkness		Jack Harkness	

Available Users	Ringing Now	Queued Now	Current Longest Q	Inbound Today	Answered Today	Average Talk Time
13	0	0	0	3	1	16s

Once answered, call functions are controlled from the screen

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

0333 332 3647

01:20

Mute Keypad Hold

Transfer

End Call

Inbound and Outbound calls

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🔍
👤

👤
📄

Started	Caller	Dialled	Queue	Answered by	Duration
11:19	Mickey Smith	0333 332 3647			<div style="width: 100%; height: 10px; background: linear-gradient(to right, red, grey);"></div>
11:10	0333 332 3647	Main Number	Physiotherapy (32s)	Mickey Smith	<div style="width: 100%; height: 10px; background: linear-gradient(to right, red, green);"></div>
10:49	Jack Harkness	Mickey Smith		Mickey Smith	<div style="width: 100%; height: 10px; background: linear-gradient(to right, red, green);"></div>
10:49	Jack Harkness	Mickey Smith			<div style="width: 100%; height: 10px; background: linear-gradient(to right, red, blue);"></div>
10:48	Jack Harkness	Mickey Smith			<div style="width: 100%; height: 10px; background: linear-gradient(to right, red, grey);"></div>
10:48	Jack Harkness	Mickey Smith			<div style="width: 100%; height: 10px; background: linear-gradient(to right, red, grey);"></div>
10:48	Mickey Smith	Jack Harkness		Jack Harkness	<div style="width: 100%; height: 10px; background: linear-gradient(to right, red, green);"></div>
10:48	Mickey Smith	Jack Harkness			<div style="width: 100%; height: 10px; background: linear-gradient(to right, red, blue);"></div>

<
1
>

Available Users
13

Ringing Now
0

Queued Now
0

Current Longest Q
0

Inbound Today
3

Answered Today
1

Average Talk Time
16s

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📄

Admin Staff 330

AP 207 Amy Pond BP 209 Bill Potts

DN 200 Donna Noble JG 220 Jo Grant

LS 202 Liz

☎ 07759 703538

Appointments

AM 216 Ada

BJ 217 Ben

DN 200 Don

JH 206 Jack

JG 220 Jo G

RW 214 Ron

TJ 236 Teg

Community Ser

BW 203 Bar

RS 211 Rya

ZH 226 Zoe

00:16

07759 703538

🔇

Mute

📄

Keypad

🔇

Hold

📺

Video

➡

Transfer

🔴

End Call

Convert to a video call if connected to a mobile device

Selecting a Personal Device

SURGERYCONNECT

Click on your initials

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The screenshot displays the SURGERYCONNECT interface for user Mickey Smith (224). The interface includes a call log on the left, a central settings panel, and a status bar at the bottom. A call forwarding notification is visible on the right side of the screen.

Started	Called
11:19	
11:10	
10:49	
10:49	
10:48	
10:48	
10:48	
10:48	

Numbers

- Work: 01449 100117
- Mobile: 07759 703538
- Temp: Soft phone

User status

- Available
- Do Not Disturb
- Logged Out
- Outbound Calls

Group management

- Physiotherapy

Available

07759 703538

CLI Default (0333 332 3559)

1	2	3
4	5	6
7	8	9
*	0	#

Calls forwarding to 07759 703538

Status Bar:

Available Users: 13	Ringing Now: 0	Queued Now: 0	Current Longest Q: 0	Inbound Today: 3	Answered Today: 1	Average Talk Time: 16s
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Select your device

Shows calls forwarded

Logging Out

SURGERY CONNECT

Click on your initials

MS

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Search [] Filter []

Started	Called
11:19	
11:10	
10:49	
10:49	
10:48	
10:48	
10:48	
10:48	

Mickey Smith 224

- Numbers
 - Work: 01449 100117
 - Mobile: 07733 102997
 - Temp: Soft phone
- User status
 - Available
 - Do Not Disturb
 - Logged Out
 - Outbound Calls
- Group management
 - Physiotherapy

Close

BP 209 Bill Potts
 JG 220 Jo Grant
 RT 201 Rose Tyler
 BW 203 Barbara Wri...
 BP 209 Bill Potts
 GO 208 Graham O'B...
 JM 223 Jamie McCri...
 LS 202 Liz Shaw
 RS 211 Ryan Sinclair
 YK 212 Yasmin Khan
 Occupational Therapy 310
 RW 214 Rory Williams
 WM 213 Wilfred Mott
 Emergency Bypass 302
 MJ 215 Martha Jones
 Home Visits 304
 CT 205 Steven Taylor

1 - 8 of 8

Available Users	Ringling Now	Queued Now	Current Longest Q	Inbound Today	Answered Today	Average Talk Time
13	0	0	0	3	1	16s

Available

Select Logged Out status

Customising the User Console

SURGERY CONNECT

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Click on Menu

Select Settings

Started	Caller	Dialled	Queue	Answered by	Duration
11:19	Mickey Smith	0333 332 3647			
11:10	0333 332 3647	Main Number	Physiotherapy (32s)	M	
10:49	Jack Harkness	Mickey Smith		M	
10:49	Jack Harkness	Mickey Smith			
10:48	Jack Harkness	Mickey Smith			
10:48	Jack Harkness	Mickey Smith			
10:48	Mickey Smith	Jack Harkness		Jack Harkness	
10:48	Mickey Smith	Jack Harkness			

1 - 8 of 8

- SP Soft Phone
- SP Support Portal
- V Voicemail
- Settings
- Help Centre
- Logout

Admin Staff

AP	207		
DN	200		
LS	202		

Appointment

AM	216				
BJ	217				
DN	200				
JH	206	JACK HARKNESS	JM	223	JAMIE MCC...
JG	220	Jo Grant	LS	202	Liz Shaw
RW	214	Rory Williams	RS	211	Ryan Sinclair
TJ	236	Tegan Jovan...	YK	212	Yasmin Khan

Community Services and Occupational Therapy 310

BW	203	Barbara Wri...	RW	214	Rory Williams
RS	211	Ryan Sinclair	WM	213	Wilfred Mott
ZH	226	Zoe Heriot			

Emergency Bypass 302

MJ	215	Martha Jones			
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Home Visits 304

CT	225	Stacy Taylor			
----	-----	--------------	--	--	--

Available Users: 13 | Ringing Now: 0 | Queued Now: 0 | Current Longest Q: 0 | Inbound Today: 3 | Answered Today: 1 | Average Talk Time: 16s

Available

Customising the User Console

The screenshot shows the 'Settings' window for the SURGERY CONNE user console. The 'Appearance' tab is selected, showing various configuration options. Callouts provide instructions for several settings:

- Change the display on your User Console:** Points to the 'Layout' dropdown menu, which is currently set to 'Fill screen'.
- Change the split between calls and users:** Points to the 'Layout style' section, which displays four different visual layouts for the console interface.
- Change the number of calls shown on each page in the calls list:** Points to the 'Calls per page' dropdown menu, which is currently set to '15'.
- Set how Users and calls are displayed:** Points to the 'Icon pack' dropdown menu, which is currently set to 'Specific (Default)'.

Other visible settings include:

- Theme: Compact
- Grouped agent list:
- Colour active calls:

The background shows a call log table with columns for 'Started' and 'Called' times, and a list of users on the right side of the console.

Started	Called
11:19	
11:10	
10:49	
10:49	
10:48	
10:48	
10:48	
10:48	
10:48	

Available Users	Ringing Now	Queued Now	Current Longest Q	Inbound Today	Answered Today	Average Talk Time
13	0	0	0	3	1	16s

Customising the User Console

SURGERY CONNECT

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Search [] Filter []

Started	Caller
11:19	Mickey Smith
11:10	0333 332 3647
10:49	Jack Harkness
10:49	Jack Harkness
10:48	Jack Harkness
10:48	Jack Harkness
10:48	Mickey Smith
10:48	Mickey Smith

1

Available Users 13 | Ringing Now 0 | Queued Now 0 | Current 0

Settings

- Appearance
- Stat Boxes**
- Calendars
- Soft phone
- Other

Show panel	<input checked="" type="checkbox"/>
Available Users	<input checked="" type="checkbox"/>
Ringing Now	<input checked="" type="checkbox"/>
Queued Now	<input checked="" type="checkbox"/>
Current Longest Q	<input checked="" type="checkbox"/>
Inbound Today	<input checked="" type="checkbox"/>
Answered Today	<input checked="" type="checkbox"/>
Missed Today	<input type="checkbox"/>
Average Talk Time	<input checked="" type="checkbox"/>
Q under 1 min	<input type="checkbox"/>
Q 1 min to 5 min	<input type="checkbox"/>
Q 5 min to 10 min	<input type="checkbox"/>
Q over 10 min	<input type="checkbox"/>
Abandoned Today	<input type="checkbox"/>
Outbound Today	<input type="checkbox"/>
Avg Q Last Hour	<input type="checkbox"/>
Standard Q Now	<input type="checkbox"/>
Long Standard Q	<input type="checkbox"/>
Q Busters Now	<input type="checkbox"/>
Longest Q Buster	<input type="checkbox"/>

Close

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

Add or remove individual boxes

MS

209 Bill Potts
220 Jo Grant
202 Liz Shaw RT 201 Rose Tyler

Appointments 301

216 Adam Mitchell	BW	203 Barbara Wri...
217 Ben Jackson	BP	209 Bill Potts
200 Donna Noble	GO	208 Graham O'B...
206 Jack Harkness	JM	223 Jamie McCri...
220 Jo Grant	LS	202 Liz Shaw
214 Rory Williams	RS	211 Ryan Sinclair
236 Tegan Jovan...	YK	212 Yasmin Khan

Community Services and Occupational Therapy 310

203 Barbara Wri...	RW	214 Rory Williams
211 Ryan Sinclair	WM	213 Wilfred Mott
226 Zoe Heriot		

Agency Bypass 302

215 Martha Jones		
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Visits 304

225 Steven Taylor		
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Available

Customising the User Console

SURGERY CONNE

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Settings

- Appearance
- Stat Boxes
- Calendars**
- Soft phone
- Other

Show Main Calendar

Show Prescriptions Dept

Show Test Results

Select which Calendars can be seen on your User Console

Close

1 1-8 of 8

Available Users 13 Ringing Now 0 Queued Now 0 Current Longest Q 0 Inbound Today 3 Answered Today 1 Average Talk Time 16s

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 Heriot	

Emergency Bypass 302

MJ 215 Martha Jones

Home Visits 304

CT 225 Steven Taylor

BP 209 Bill Potts

JG 220 Jo Grant

RT 201 Rose Tyler

BW 203 Barbara Wri...

BP 209 Bill Potts

GO 208 Graham O'B...

JM 223 Jamie McCri...

LS 202 Liz Shaw

RS 211 Ryan Sinclair

YK 212 Yasmin Khan

Available

Customising the User Console

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Settings

Appearance

Stat Boxes

Calendars

Soft phone

Other

Use soft phone in free mode **i**

Softphone position **i**

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

Close

LS 202 Liz Shaw
RS 211 Ryan Sinclair
YK 212 Yasmin Khan

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 Heriot

Emergency Bypass 302

MJ 215 Martha Jones

Home Visits 304

CT 225 Steven Taylor

1-8 of 8

Available Users	13	Ringing Now	0	Queued Now	0	Current Longest Q	0	Inbound Today	3	Answered Today	1	Average Talk Time	16s
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Available

Customising the User Console

SURGERY CONNE

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Settings

- Appearance
- Stat Boxes
- Calendars
- Soft phone
- Other**

Session idle timeout: 30 minutes (default)

15 minutes

30 minutes (default)

45 minutes

1 hour

2 hours

3 hours

5 hours

7 hours

10 hours

Change the Session Idle Timeout to 10 hours

Close

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 Heriot			

Emergency Bypass 302

MJ	215	Martha Jones
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Home Visits 304

CT	225	Steven Taylor
----	-----	---------------

1-8 of 8

Available Users	13	Ringling Now	0	Queued Now	0	Current Longest Q	0	Inbound Today	3	Answered Today	1	Average Talk Time	16s
-----------------	----	--------------	---	------------	---	-------------------	---	---------------	---	----------------	---	-------------------	-----

Available

Summary & Questions

- Introduction to Remote Working
- Logging in
- Selecting a device
- Inbound and Outbound calls
- Logging out
- Customising the User Console

Questions?