



# SURGERY CONNECT

## Service Desk Overview Webinar

Presented by James Delves

# Session Agenda

- Contacting the Service Desk
- Support Portal
- Common Change Requests

# Contacting the Service Desk

Call **0333 332 6633**

or via the Support Portal in the menu or Single Sign On ([sso.x-onweb.com](https://sso.x-onweb.com))

Select an application

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

- CC** Configuration Console
- SDC** Service Delivery Console
- SP** Soft Phone
- SP** Support Portal
- UC** User Console
- V** Voicemail
- W** Wallboard
- X** X-flow
- ?** Help Centre
- +** Logout

# Support Portal

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## Your Tickets

[+ New Ticket](#)

Raise a new  
Ticket

Search:

Show

- 15
- 10
- 15
- 30
- 50
- 100
- All

Subject

Status

Raised By

Account

Last Updated

You currently have any tickets

Showing 0 to 0 of 0 entries

Previous

Next

Change the number of  
entries on the page

Search for a particular  
Ticket or key words

# Support Portal

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## Create Ticket

Subject

Enter the Practice name followed by a brief summary of the issue

Description

Give as much information as possible to ensure issues are resolved quickly and efficiently

I give permission for X-on staff to listen to any call recordings related to this ticket

Upload Attachment (max 6MB):

No file chosen

Screenshots showing the problem or error messages can be added as Attachments

Submit the Ticket once complete

# Support Portal

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## Your Tickets

+ New Ticket

Show

15

entries

Search:

ID	Subject	Status	Raised By	Account	Last Updated
<a href="#">T20210604.0066</a>	<a href="#">Issue related to call ID 2106....</a>	New	Jack Harkness	X-On Training	8 seconds ago

Showing 1 to 1 of 1 entries

Previous 1 Next

Click the ID or Subject link  
to open the Ticket details

# Support Portal

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Issue related to call ID 2106.2111493216

× Close Ticket

Test for training

Call ID: 2106.2111493216

Category: Call Dropped

[I give permission for X-on staff to listen to any call recordings related to this ticket]

Ticket Number	Status	Created	Last Updated
T20210607.0109	New	19 seconds ago	19 seconds ago

Ticket Notes

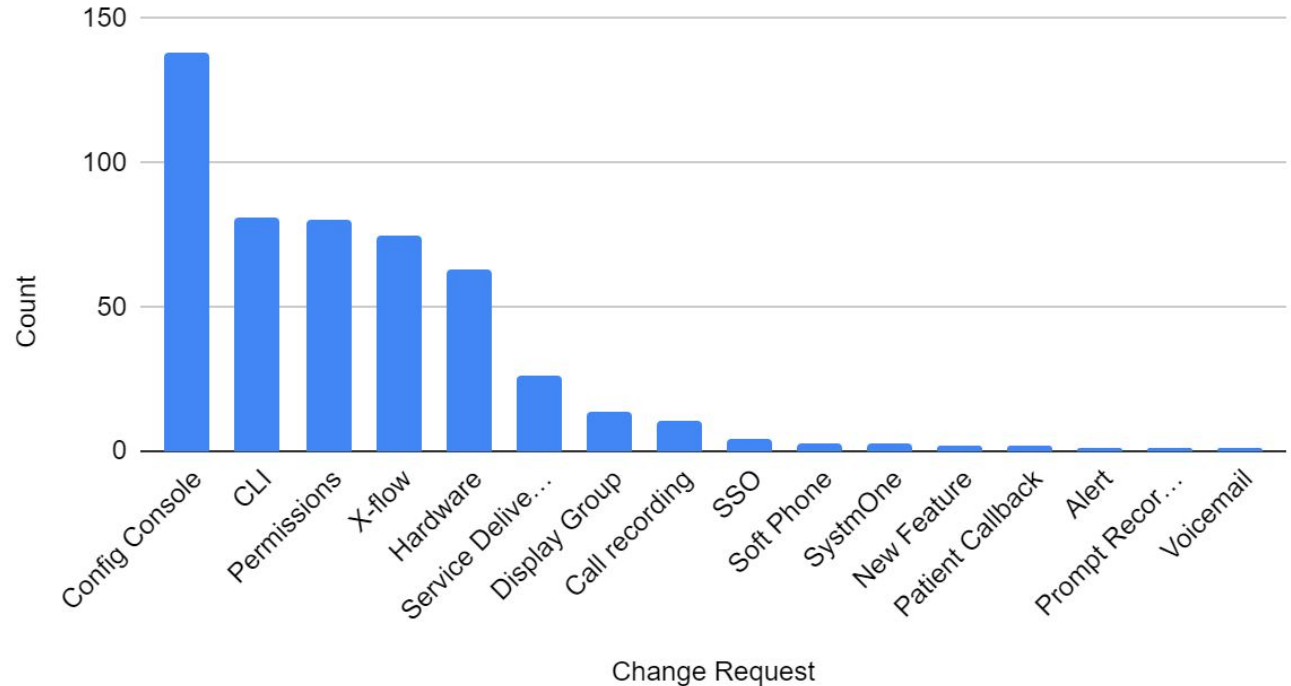
+ Create Ticket Note

Add notes to open Tickets

# Common Change Requests

Change Request	Count
Config Console	138
CLI	81
Permissions	80
X-flow	75
Hardware	63
Service Delivery Console	26
Display Group	14
Call recording	11
SSO	4
Soft Phone	3
SystmOne	3
New Feature	2
Patient Callback	2
Alert	1
Prompt Recording	1
Voicemail	1
<b>Total</b>	<b>505</b>

## Count vs Change Request





# Common Change Requests

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## Configuration Console

- Change default system settings
- Add personal numbers to a User's profile
- View the Voicemail PIN for Users
- Upload Central Directory numbers in bulk
- Access the PIN for setting up the Integration software

See the Configuration Console Webinar for more details

## CLI (Caller Line Identifier)

- Displays the surgery number on outbound calls
- Dial 141 before dialling a number to withhold the CLI
- Dial 1470 before dialling a number to release the CLI if it's normally withheld
- Change in the Global Settings in the Configuration Console

# Common Change Requests

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## Permissions

- Can be checked and changed in the User List in the Service Delivery Console by Supervisors
  - Standard User with Group Management
  - Clinician
  - Supervisor

## X-flow

- Set and manage the messages to callers, or actions taken, in the call flow

See our X-flow Webinar for more details

## Hardware

- Any issues with desk phones, routers or switches

# YouTube Channel

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- Service Delivery Cons...
- Liked videos

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  - Live
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Surgery Connect Training  
29 subscribers

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Created playlists SORT BY

<p><b>Configuration Console</b> VIEW FULL PLAYLIST</p>	<p><b>Business Continuity</b> VIEW FULL PLAYLIST</p>	<p><b>User Console</b> VIEW FULL PLAYLIST</p>	<p><b>Service Delivery Console</b> VIEW FULL PLAYLIST</p>	<p><b>Clinicians Training - End to end training videos, and information...</b> VIEW FULL PLAYLIST</p>	<p><b>Reception &amp; Admin Training - End to end training videos, and...</b> VIEW FULL PLAYLIST</p>
<p><b>Introduction to Surgery Connect</b> VIEW FULL PLAYLIST</p>	<p><b>T21 Handset Training - from logging in, handset functionality...</b> VIEW FULL PLAYLIST</p>	<p><b>T27 Handset Training (Reception) - from logging in...</b> VIEW FULL PLAYLIST</p>	<p><b>T31 Handset Training - from logging in, handset functionality...</b> VIEW FULL PLAYLIST</p>	<p><b>Surgery Connect Webinars - for Managers and Supervisors - In...</b> VIEW FULL PLAYLIST</p>	

# Summary & Questions

- Contacting the Service Desk
- Support Portal
- Common Change Requests

# Questions?