User Console for Supervisors Webinar - Questions & Answers

Q1. Please can you clarify the difference between missed calls and abandoned calls.

Missed Calls are calls that have made it to your queue and then the patient has put the phone down before speaking to anyone.

An abandoned call is a call that never made it to your queue, for example they have called before the surgery has opened, and put the phone down once they have heard your closed message.

Q2. When I change the settings on the User Console, do they change for everyone in the surgery or just the supervisors.

When you change the setting in the User Console, it is your personalised view that you change. If you want your supervisors to see the same things as you do, please let them know how you would like them to change their settings.

Contact Information
For information, the main contact details which you may wish to note, for use after the 'Go Live' to your new Surgery Connect service are:

- **Training** requests should be emailed to training@x-on.co.uk
- For **technical assistance**, contact our Service Desk by ringing tel. 0333 332 6633 or by using the Support Portal option https://support.x-onweb.com/

If you need to download any additional copies of user guides, quick reference information or phone prompt cards, these are available from the online Help Centre
https://training.x-on.co.uk/instruction-guides.html

Training Webinars for Manager Users of Surgery Connect

https://www.x-on.co.uk/surgery-connect-training-webinar.htm

These videos will give you detailed instructions and advice on key areas of your Surgery Connect system.

This area is aimed at Practice Managers, but everyone can benefit from learning more about the flexibility that Surgery Connect has to offer and what steps can be taken to maximise the system for the benefit of your staff and patients.

The webinars are run every two weeks, and the page is updated regularly.

If you would like to be invited to the live webinars, please email: training@x-on.co.uk

If you have any problems viewing the videos, please make sure you open the links in Google Chrome.