

Call List

All the inbound and outbound calls across the surgery show on the left-hand side of the screen.

Calls are colour-coded:

- Inbound - Blue**
- Outbound - Green**
- Queueing - Red**

Calendar Mode View

Provides a quick view of the calendar/s controlling your call flow.

User Initials

Click to manage your User Status, Group participation or device preference.

	Dialled	Queue	Answered by	Duration
	07700 900571			Answered: 17s
	Main Number	Reception Team		On hold: 3m 30s
	Main Number	Reception Team		Call In: 1m 34s
13:12	08081 560111	Terri Anderson-Wilkinson	Terri Anderson-Wilkinson	Queueing: 1m 9s
13:12	Ethel Miller			
13:13	07700 900179	Main Number		
13:04	01914 980276	Reception Team (4m 28s)	Tiffany Mann	
13:11	Shaun Zulauf			
13:12	Shaun Zulauf			
13:11	Ethel Miller			
13:08	Ramiro Zemlak	Antonio Denesik	Antonio Denesik	
13:08	Ramiro Zemlak	Antonio Denesik		
13:11	Jody Leffler-Kozey			
12:44	Carlos Schowalter	Reception Team (3m 04s)		
13:11	07700 900751	Dorothy Stehr		
13:10	Shaun Zulauf	Valerie Conn		
13:02	07700 900751	Reception Team (7m 30s)	Tiffany Mann	
12:55	07700 900758	Reception Team (12m 36s)	Tiffany Mann	
13:07	Shaun Zulauf			
12:37	07700 900379	Reception Team (25m)	Tiffany Mann	
12:27	07700 900571	Reception Team (32m)	Edwin Trantow	
13:05	07700 900868	Reception Team (1m 10s)		

Function Buttons

Switch between User List and Directory Sort, search and filter.

SL 152 Steve Lebsack DS 165 Dorothy Stehr

JL 225 Jody Leffler... JK 133 Jerry Krajcik

Doctors 190

TA 251 Terri Anders... SH 117 Salvatore He...

LC 190 Levi Consid... FL 252 Freddie Lang

EM 226 Ethel Miller LJ 225 Leslie Jacobs

Reception Team 210

TM 117 Tiffany Mann SZ 223 Shaun Zulauf

NB 190 Nadine Bartell SM 616 Sharon Mag...

JL 225 Jody Leffler... ET 208 Edwin Trant...

Test Results 212

RJ 139 Rolando Ja... VS 104 Virginia Sta...

SM 616 Sharon Mag... SM 125 Sylvia Murphy

User List/Directory:

This will show your User list (internal numbers) or your Central Directory (internal and external numbers).

User List Detail

Group Name & Short Dial

Doctors 190

TA 251 Terri Anders...

User Short Dial

Call Status

User Name & Status

Available Direct Calls Only Outbound

DND Logged Out

Tip! Click the Available Users to quickly filter all available users in the User List

Stat Boxes

Show live call statistics for your practice

Available Users 159	Ringing Now 0	Queued Now 1	Current Longest Q 0	Inbound Today 295	Answered Today 198	Missed Today 33	Average Talk Time 2m 49s	Q under 1 min 49	Q 1 min to 5 min 66
Outbound Today 275	Avg Q Last Hour 12m 22s	Standard Q Now 0	Long Standard Q 0	Q Callbacks Now 0	Longest Q Callback 0				