



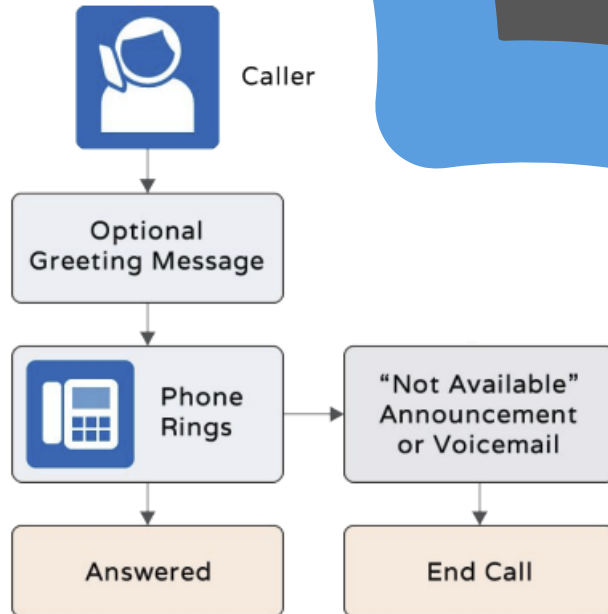
CALL FLOW OPTIONS

DIRECT DIAL-IN (DDI)

A DDI is a single inbound number that routes directly through to a single user and so is only needed for staff members that need to be contacted directly.

The number is not controlled by a timer and so will always attempt the extension no matter what time of day it is.

The system can play a greeting message or can go directly to playing a ringing sound and attempting the desired extension. The greeting message can mention your surgery or the member of staff the DDI relates to in order to assure the caller they have dialled the correct number.



If the user is active and answers the call it can be treated as any other call, can be put on hold and transferred or the call recording process can be paused and resumed. Should the call not be answered you can either play a "Not Available" message which could advise the caller to try again later or dial the main number or send the caller to the user's personal voicemail. The system will take a voicemail message and email it to the user's email address.

Number	Has a single number to single extension relationship
Timer	No timer is present
Greeting	Option to play greeting or straight to transfer attempt
Ringing	Plays standard ringing audio whilst attempting the user
Outcome	Call will either be answered, will be played a "Not Available" message or sent to the user's voicemail box which will deliver the voicemail to the user's email

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