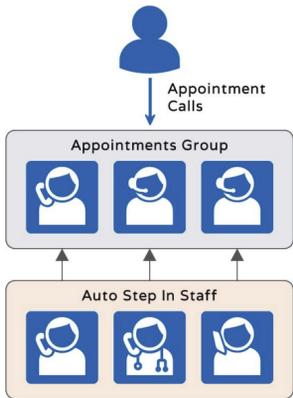


# AUTO STEP IN

Generally speaking, the number of patient calls to surgeries fluctuate quite dramatically depending on the time of day or the day of the week. Surgery Connect's Auto Step In feature has been specifically designed and developed to react to these fluctuations without the need for manual monitoring and management.



Managers are able to configure values which dictate when the Auto Step In feature is actioned. Examples of these settings could be, when the queue of inbound calls reaches 10, or if the longest queueing caller has been waiting for 5 minutes or more - the levels at which the feature activates can be tailored to best suit your surgery.

Until the configured levels are reached the main inbound Queued calls will target the primary staff extensions only.

The Auto Step In feature will constantly monitor the queue and activate the step in staff as and when required.

Conversely, once the queued call levels fall to an acceptable level the feature will step the backup staff out of the main queue group and target only the primary staff again.



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<b>CONFIGURABLE</b>	Choose the staff members that are to be stepped in and the call levels that the step in happens - either total queued calls, total time queued or a combination of the two.
<b>FULLY AUTOMATED</b>	Once the call levels have been set the process is entirely handled by Surgery Connect which will be constantly monitoring the call queue and performing the step in and step out functions as required.
<b>INTELLIGENT</b>	When call levels are on or around the configured levels Surgery Connect will utilise intelligent decision making to prevent staff being constantly stepped in and out.

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