

SimboDIYAS Workflow Customization: Announce Available Doctors and Let Callers Choose a Doctor - Admin Panel

Purpose

Allow callers to route to a specific on-call doctor when appropriate.

Steps

1. Open **Admin** → **Answering Service Management** → **Configurations** → **Edit**.
2. To enable announcements for a scenario, check one or more of:
 - **Enable Own Calls Providers For Hospital Routine**
 - **Enable Own Calls Providers For Hospital Stat**
 - **Enable Own Calls Providers For Office Urgent**
3. Ensure the **Doctor List** contains the doctors who can receive calls.
4. Click **Save**.

What happens after enabling

- The Copilot will announce available doctors for the selected scenario.
- Callers can press a number to choose a doctor.
- Messages and live transfers will reflect the chosen doctor.

Tips and good practices

- Enable announcements only for scenarios where a direct doctor choice is useful.
 - Keep the doctor list current to avoid failed transfers.
 - Use rotation rules in your on-call schedule to decide who appears in announcements.
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