

SimboDIYAS Workflow

Customization: Configure the On-call Answering Service - Admin Panel

Purpose

This article explains the full configuration of the On-call Answering Service in SimboConnect so that you can adjust AFRA workflows for your practice.

Where to go

1. Open **Admin**.
2. Go to **Answering Service Management**.
3. Select **Configurations**.
4. Click **Edit**.

What you can configure

- **During Hours Smart Answering Service**
Let the AI Phone Copilot take calls during working hours, capture messages, and place them on the dashboard.
- **Hospital Answering Service**
Route calls from hospital staff. Add hospital names and short codes.
- **Smart bifurcation from ER and Floors**
Ask callers from a hospital to specify if they are calling from the ER or a floor and route accordingly.
- **Smart bifurcation by hospital name**
Ask the caller which hospital they are calling from and route by the selected hospital.
- **Announce available doctors (Own Calls Providers)**
Let callers choose a specific on-call doctor for Routine, Stat, or Office Urgent requests.
- **Doctor List**
Add doctor names and contact details that the system will announce when enabled.
- **Save or Cancel**

Save changes to apply them to live workflows.

Detailed behavior

- When **During Hours Smart Answering Service** is enabled, the Copilot answers during your defined business hours, records the message with context, and posts it to the dashboard for staff follow-up.
- When **Hospital Answering Service** is enabled, you can add one or more hospitals. Each has a **short code** for quick tagging. Short codes should be short and easy to remember.
- If you enable **ER and Floors bifurcation**, the Copilot will ask where the caller is located and will route or tag the call by ER or Floor.
- If you enable **bifurcation by hospital name**, the Copilot will confirm the hospital name with the caller and route or tag the call by the hospital.
- If you enable **Own Calls Providers**, the Copilot will announce available on-call doctors and let the caller select a doctor. You can enable this for Routine, Stat, and Office Urgent scenarios.

Tips and good practices

- Make one change at a time, save, and then place a quick test call to confirm the behavior.
- Keep hospital short codes very short and unique.
- Enable bifurcation only when the extra routing will help your team act faster.
- Review the doctor list frequently to keep coverage current.
- Document your business hours and escalation rules inside your internal playbook so staff understands how the Copilot is configured.

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