

# SimboDIYAS Workflow Customization: Enable Hospital Answering Service and Add Hospitals - Admin Panel

## Purpose

Accept and manage calls from hospital staff for routine and urgent consults.

## Steps

1. Open **Admin** → **Answering Service Management** → **Configurations** → **Edit**.
2. Check **Enable Hospital Answering Service**.
3. In **Hospital Name**, enter each hospital you support.
4. For each hospital, enter a short **Code**. Keep it short and unique.
5. Click **Save**.

## What happens after enabling

- Calls identified as hospital calls are handled using the hospital workflow.
- Messages are tagged with the hospital and short code.
- You can add routing rules later using bifurcation options.

## Tips and good practices

- Use 2 to 3 character short codes that staff already uses in daily work.
- Add only active hospitals to avoid confusion.
- Review call logs weekly to verify correct tagging.

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