

SimboDIYAS Workflow Customization: Enable Smart Bifurcation by Hospital Name - Admin Panel

Purpose

Ask callers to select the hospital they are calling from and route based on that choice.

Prerequisite

Hospital Answering Service must be enabled and hospitals must be added.

Steps

1. Open **Admin** → **Answering Service Management** → **Configurations** → **Edit**.
2. Check **Enable smart bifurcation of calls from different hospital names**.
3. Click **Save**.

What happens after enabling

- The Copilot will announce the hospital options and confirm the selection with the caller.
- Calls and messages will carry the chosen hospital tag for reporting and routing.

Tips and good practices

- Keep the hospital list short and relevant to reduce caller wait time.
- Use clear, distinct hospital names to avoid confusion during selection.
- Review analytics to see which hospitals generate the most calls and adjust staffing.

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