

SimboDIYAS Workflow Customization: Enable Smart Bifurcation of Calls from ER and Floors - Admin Panel

Purpose

Ask hospital callers to specify ER or Floor so messages reach the right on-call flow.

Prerequisite

Hospital Answering Service must be enabled.

Steps

1. Open **Admin** → **Answering Service Management** → **Configurations** → **Edit**.
2. Check **Enable smart bifurcation of calls from ER and Floors from hospitals**.
3. Click **Save**.

What happens after enabling

- The Copilot will ask the caller whether they are calling from the ER or a specific floor.
- The system will route or tag the call based on the selection.

Tips and good practices

- Enable this only if ER and Floor calls need different routing or urgency.
- Share the new flow with hospital units so they know what to expect.
- Monitor the first week of calls to confirm accurate caller selections.

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