

SimboDIYAS Workflow Customization: Test and Validate Answering Service Changes - Admin Panel

Purpose

Confirm that your configuration changes produce the workflow you expect.

Steps

1. After saving any change, place a test call from an external phone line.
2. Walk through the expected path:
 - During hours message capture
 - Hospital selection
 - ER or Floor choice
 - Hospital name choice
 - Doctor announcement and selection
3. Check the dashboard for the created message and tags.
4. If routing to a doctor was expected, confirm that the call or notification reached the correct person.

Troubleshooting checklist

- If a menu did not play, confirm that the related checkbox is enabled and saved.
- If the wrong hospital appears, verify the hospital list and short codes.
- If a doctor did not appear, confirm the doctor is on the Doctor List and the correct scenario is enabled.

Tips and good practices

- Keep a simple test script so every admin can perform the same checks.
 - Test each scenario after you change schedules or doctor availability.
 - Review recent messages daily for the first week after any major change.
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