

# SimboVara Workflow Customization: Add Conditional Transfer/Routing Rules in Plain English - Admin Panel

## Purpose

Show how to express routing rules inside any workflow box without special syntax.

## How it works

In any of the workflow questions, you may specify one or more conditional call routing or transfer to your specific phone number. This is helpful in special scenarios when you want an expert to come in and take care of the requests.

## Examples you can copy and adapt

- If the patient says their insurance has changed, please transfer the call to .
- If the patient is a new patient, please transfer the call to .
- If the caller requests a referral authorization, transfer to .
- If the call is about billing, transfer to .

## Tips and Good practices

- Put each rule on its own line.
- Use clear triggers such as “if the patient says” or “if the caller requests”.
- Avoid internal abbreviations that callers will not use.

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