Web Console Paging Groups

https://vimeo.com/398609250

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Paging Groups Tab

The paging groups tabs is used to create and manage the paging groups

There are two types of paging groups:
- A Broadcast Group
- A Schedule Group

When a Broadcast group is paged, all of the members of this group will be paged simultaneously

When a Schedule Group is paged, the person(s) on call for that group will be paged

To create a new paging group, select the + Add Paging Group

+ Add Paging Group

All Paging Groups		
Search		

Name	Department	Escalation Policy
🛜 Admission Team	-	-
🛜 All	-	-
📅 Arkham On Call	-	Arkham Escalation
📅 Arkham On Call Provider	-	-
📅 Ashley's Test On Call	Cardiology	-
📅 B - Baptist TN Memphis Womens, UC, Tipton	-	-
📅 BDR	BDR Team	-
📅 Benjamin Pierce Cardiology	Cardiology	-
📅 BH - Interventional Radiology Physician On-call 🔒	-	-
📅 Blake Cardiology Consultants	Cardiology	Blake Cardiology Backup

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Creating and Editing a Schedule Group

TELMED IQ

Select the Schedule group, name the group, and select a failover user. Then select "Create Group

To add members to this Schedule group, select this +Add icon

Create Paging Group

Name*

Hospitalist A On Call

Group Type

Schedule Group

Fail Over Target*

AT Amanda Test   × ▾

Create Group

A failover user is required for a schedule group. this user will be only notified the schedule has a gap, and no one is on call during the time of the page

Edit the name of this group at any time.

The contact ID can be used as an identifier to send messages to this group from a third party (i.e. Email)

Edit Schedule Group

Logged in as chel
Successfully created

Paging Groups / Schedule Group Detail / **Edit Schedule Group**

| Settings | | Members | + Add |

Display

Name*

Emergency Physicians On Call

Search

Contact

Contact ID

COf6516d3812c84ad8adf1f8bc92310ab8

The contact identifier used to send messages to this group.

There are no members.

Configuration

Shift Takeover

Disabled

Allow the takeover of shifts on this schedule by other users.

Department

Select...

Fail Over Target*

CL Chelsea London
MD   × ▾

When nobody is on call all pages will go to this target.

Escalation Policy

Select...

The default escalation policy if not specified for an individual event.

Members will need to be added prior to creating the schedule

Individuals, departments, and groups can all be added to a broadcast group

Categorize this group by assigning a department

This allows users to take shifts from one another in the mobile app. This can be disabled, unrestricted, or turned on for members only

The escalation policy answers the question: "If this group is paged and no one reads the message, where does it go?"

Creating and Editing a Schedule Group

These settings are used when this group is called rather than paged. Choose how these calls should be handled.

"Message All"- Collect a callback number and a voicemail and message all of the users on call during this time.

The greetings section can be configured so the caller hears a group greeting. We can also choose an online and offline greeting for when the users on call are online or offline.

"Enumerate Users"- Allows the caller to select the recipient

"Call all voice users" – Will allow the call to ring to all users on call simultaneously.

"Send Page" – Collects a call back number and voicemail and send a page to all the group members on call

If "Call all voice users" is selected, set the incoming call timeout

And the Call Fail-Over Action

The call will ring to all users on call for the length of time entered in the Incoming call out (in seconds) before moving to the fail-over action

"Send Call" - Sends a call to another group or user

"Forward Call" - Sends a call to another number

Greetings can be created in telephony.

Select "Save Changes"

Creating and Editing a Schedule

Select the Schedule to build and edit the schedule

It is recommended to build a "skeleton" of a schedule by using reoccurring events

When "Repeat" is selected, choose the frequency of the recurring event

The "Weekly" frequency will allow the event to repeat everyday on the selected day. (i.e Mon-Fri)

To add an event to a schedule simply click and drag your mouse over the intended time frame

To edit the user on call for a specific event, choose the event and select a new user from the user/group drop down menu

This Add Event box will prompt you to edit the details of an event

Recurring events can be added by selecting "Repeat"

Select the user from the drop down menu here

Because this is a recurring event it will then prompt you to select which events to update.

Select Save Event

Creating and Editing Broadcast Group

Select the Broadcast group, name the group, select a Fail-Over user. Then select save

Create Paging Group

Name*

Helpdesk

Group Type

Broadcast Group

Fail Over Target

BY **Brad Yetman**
Transfer Center Agent

Create Group

Edit Broadcast Group: Helpdesk

Logged in as che
Successfully created

Paging Groups / **Edit Broadcast Group: Helpdesk**

Settings

Display

Name*

Helpdesk

Contact

Contact ID

CO154ab8ef6b154a5d90ccab83709cdcf5

The contact identifier used to send messages to this group.

Membership

☐ Allow users to join and leave freely

Configuration

Department

Select...

Fail Over Target

BY **Brad Yetman**
Transfer Center Agent

When nobody is on call all pages will go to this target.

Escalation Policy

Select...

Members   + Add

Search

There are no members.

This determines for this is an open (where users can join via the mobile app) or closed group

Categorize this group by assigning a department

If you choose to set a failover user, this user will be only notified if this group does not have any members when the group is paged

The escalation policy answers the question: "If this group is paged and no one reads the message, where does it go?"

To add members to this broadcast group, select this + Add icon
Individuals, departments, and groups can all be added to a broadcast group

Creating and Editing a Broadcast Group

TELMED IQ

These settings are used when this group is called rather than paged. Choose how these calls should be handled.

Telephony

Configure what happens when someone calls this group. If a group has only a single user, that user's call settings will override these.

Incoming Call Handling

○ **Enumerate Users**
Allow the caller to choose a member to contact

⊙ **Message all**
Collect a voice message and send to all group members

○ **Call all voice users**
Simultaneously ring all members, and connect to the first to pick up

"Message All"- Collect a callback number and a voicemail and message all the group members

"Enumerate Users"- Allows the caller to select the recipient

"Call all voice users" – Will allow the call to ring to all group members simultaneously.

The greetings section can be configured so the caller hears a group greeting. We can also choose an online and offline greeting for when the group members are online or offline.

Greetings

Greeting

Group Greeting

The greeting to play when the group is paged. The group greeting will always play when multiple users are being messaged.

Online Greeting

Select...

Offline Greeting

Select...

Save Changes

Greetings can be created in telephony.

Select "Save Changes"

If "Call all voice users" is selected, set the incoming call timeout

⊙ **Call all voice users**
Simultaneously ring all members, and connect to the first to pick up

Incoming Call Timeout (seconds)

15

How long should the call ring all users before moving to the fail-over action?

And the Call Fail-Over Action

The call will ring to all group members for the length of time entered in the Incoming call out (in seconds) before moving to the fail-over action

Call Fail-over Action

⊙ **Send Page**
Collect a voice message and send to all group members

○ **Send Call**
Send a VOIP call to another group or user

○ **Forward Call**
Forward the call to a phone number

"Send Page" – Collects a call back number and voicemail and send a page to all the group members

"Send Call" - Sends a call to another group or user

"Forward Call" - Sends a call to another number