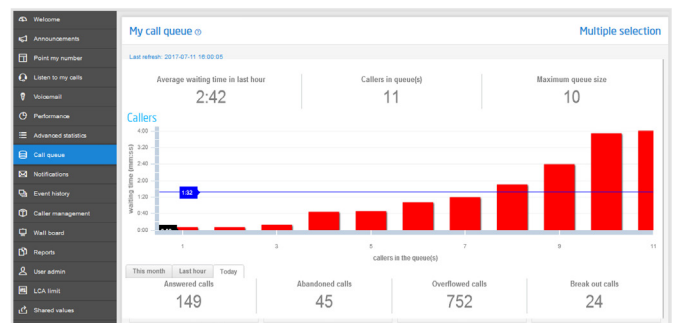
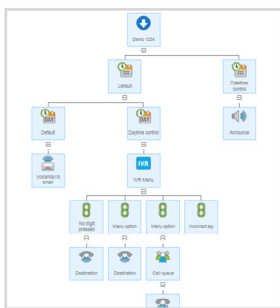


Inbound for GP surgeries



How does it work?

Once subscribed, you can access Inbound services online at www.myinbound.com. The intuitive user interface is used to create inbound call routing plans which feed directly into Gamma's network for immediate activation. Using myinbound.com, you can access subscribed features and you can tailor call plans to meet your individual practice requirements.

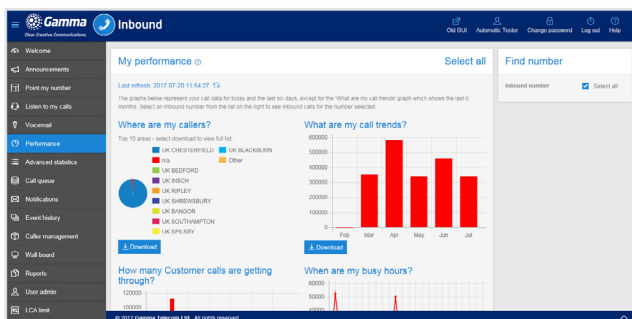


Build, save and restore call plans

Build an unlimited number of call plans according to your practice operating hours and modify them instantly in accordance with your changing practice needs. Schedule call routing in advance according to your practice hours and call handling preferences and use call divert options to maximise your call handling potential to provide improved service to your patients.

Queue calls to assist in busy periods

Queue incoming calls on a destination number to assist with call handling during busy periods. Use live queue statistics to monitor customer service and make instant changes in terms of queue management and size with optional queue breakout and overflow preferences to an alternative destination, announcement or voicemail service. Project onto a wallboard to give immediate feedback to call handling agents and their supervisors.



Improve patient experience

Easily-interpreted graphs of your inbound call statistics help you track calls and enhance your marketing. Snapshot data provides you with results of call handling efficiencies enabling you to make informed decisions.

