voice

babble

The Business Phone System

emis health

Installation guide

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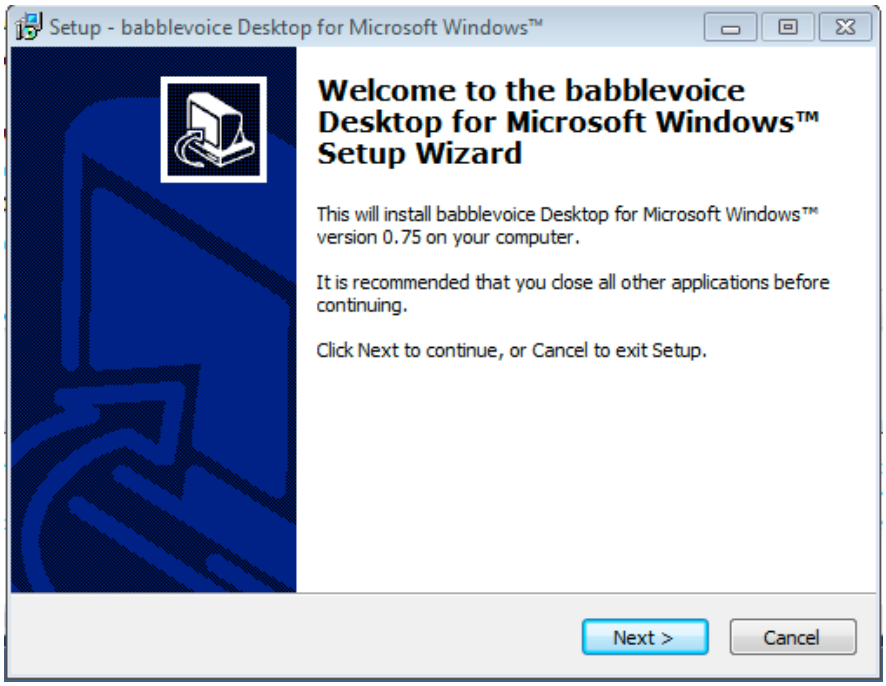
emis

Is emis installed on the PC - if not speak to emis or install emis software

babblevoice Desktop Installer

The first step of installing the babblevoice Desktop for Microsoft Windows™ is to obtain the installation file, download it from the babblevoice wiki - www.babblevoice.com/wiki/bv_emis_step_by_step_install

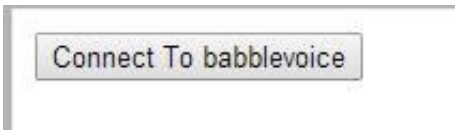
Run the Installer



Follow the instructions, until the installation is complete

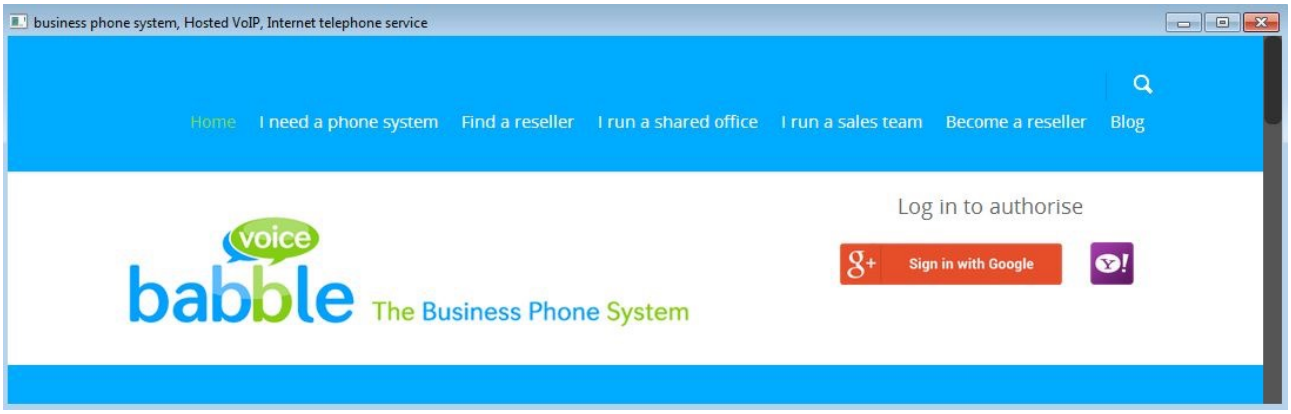
Authorise the babblevoice Desktop

Once the babblevoice Desktop for Microsoft Windows™ has been installed, you will see this screen

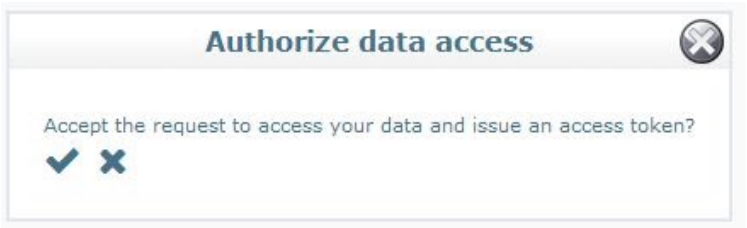


Click **Connect To babblevoice**

Log into your babblevoice account in the pop up window



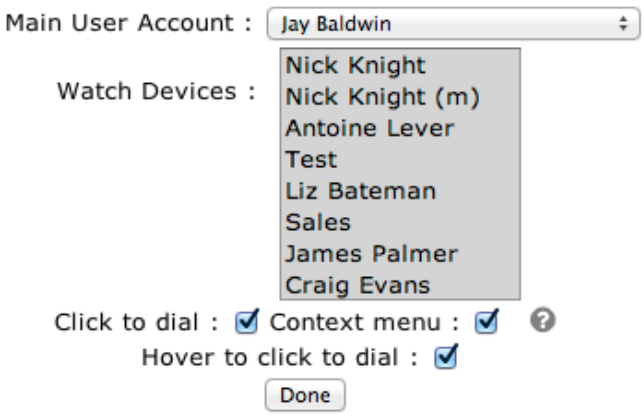
Then **confirm access**



- NB, You already need to be a user and have been granted access to the babblevoice web console.

Configure babblevoice Desktop

When you have authorised the babblevoice Desktop you will see the configuration page



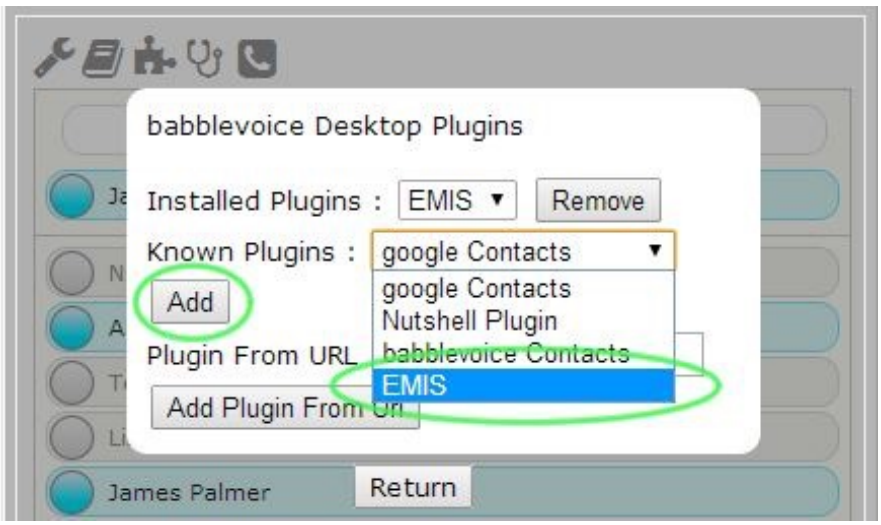
Main User Account - This is your phone, all of the interaction from the babblevoice Desktop to manage calls will use this device in babblevoice.

Watch Devices - Select any phones in here to watch their status and interact with them.

Adding the emis plugin

Click the plugins icon on babblevoice desktop for windows :

In the known Plugins drop down select emis, click add, and you will be prompted for your emis organisational ID



emis User Account

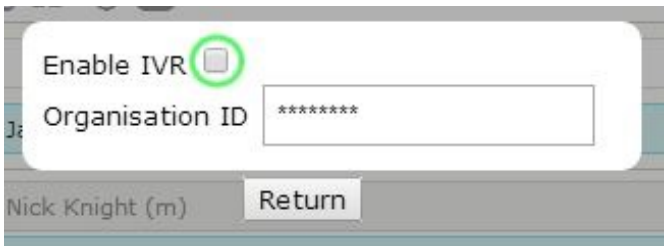
We recommend having a dedicated machine, which is running it's own user account for EMIS and can run 24/7

For instructions on how to set up this user account see www.babblevoice.com/wiki/emis_set_up

Enable the IVR

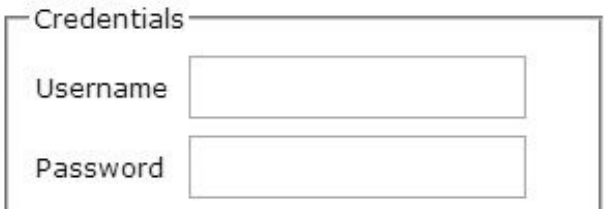
In the babblevoice Desktop hover on stethoscope, then click on the cogs icon.

Tick **enable IVR**



IVR Credentials

In the section that appears, the section titled credentials requires your emis API IVR username and password - these are emis credentials which are set the first time an application which integrates with emis is ran against that user

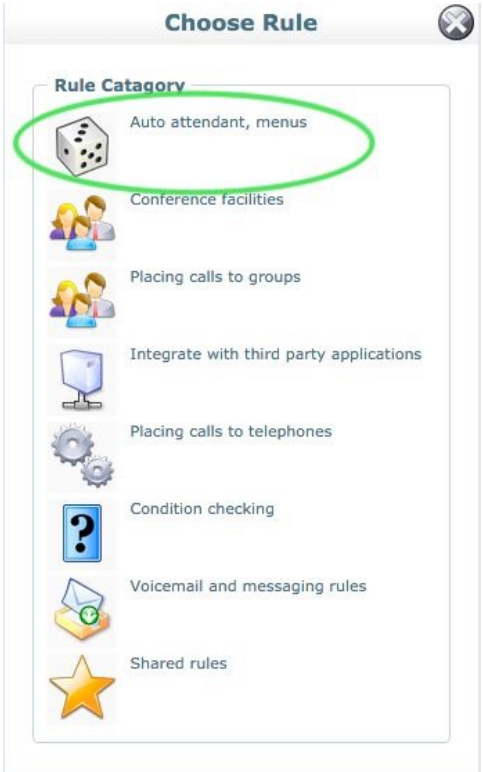


Agent URL

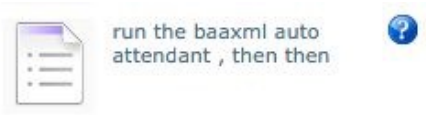
Copy **ALL** of the contents from the box labeled **Agent URL**

Switch to the babblevoice web console (www.babblevoice.com)

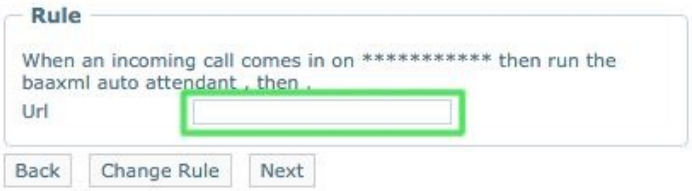
At the point in the rule you wish to the run the emis IVR select the first section of rules **Auto attendant, menus**



Then select **run the baaxml auto attendant , then then**



Next you will see the following screen, paste the agent URL from the babblevoice desktop into the URL text field



After this you probably want the rule to call a group for reception

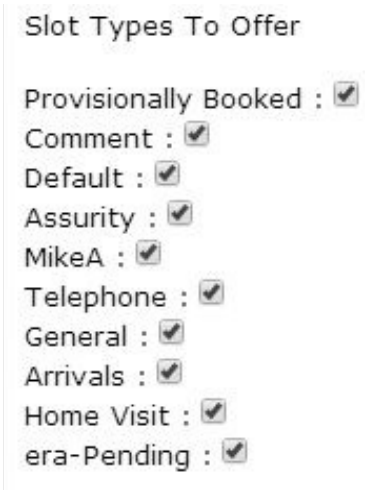
Appointment Range

In the configure section for the emis plugin. You can configure the time period of appointments to offer patients who call the IVR

The start of the timeline represents the point the patient calls the IVR and the slider represents the time frame the IVR will select appointments from

Slot Types

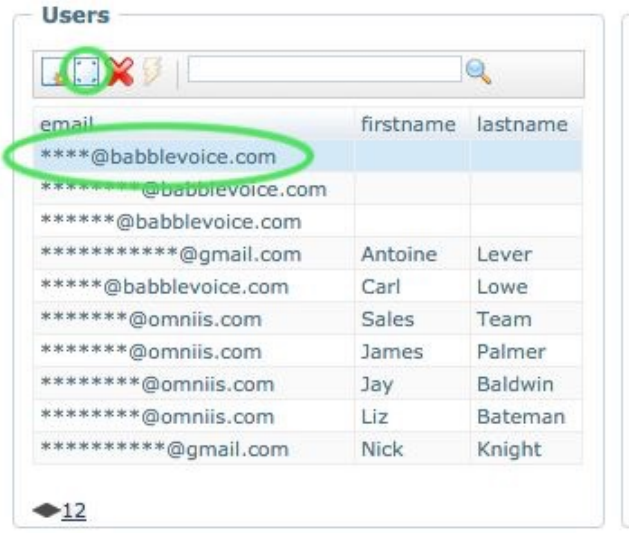
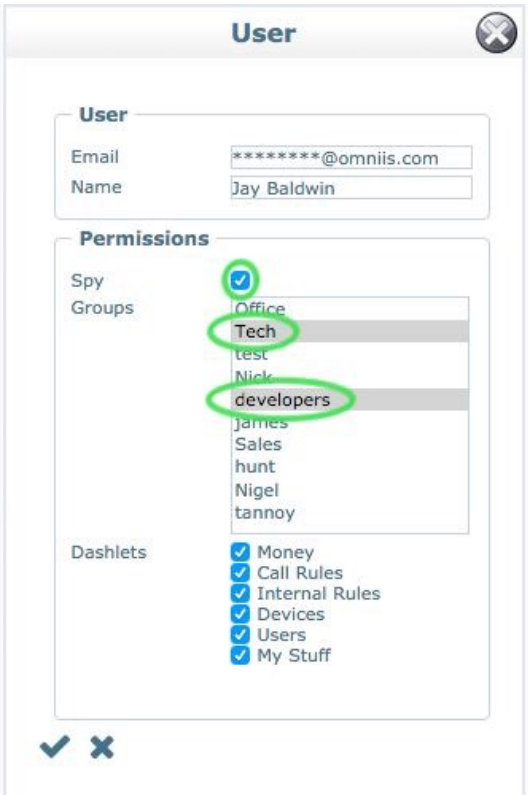
You can narrow down appointments to over in the IVR system by deselecting appointment types from the configure screen



Permissions

Edit User

To Change permissions for users go to the babblevoice website, log in and in the users widget select the user you would like to grant or restrict access to and click edit



Then you will see the following screen. To allow a user to spy make sure the tick box is ticked, then you can select the groups you wish the user to be able to spy on to prevent a user from changing permissions un-tick the box next to Users in the dashlet section at the bottom. This will prevent the user from accessing the user widget altogether.