The Business Phone System

day to day use guide

Managers

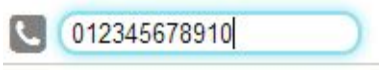
babblevoice Desktop 3
Click to Dial 3
Spy - for managers 4
Intercept 4
Transfer 5
Hangup 5
emis Plugin 6
Call Active Patient in emis Web 6
Screen Popping 7
Open Patient in emis Web 7
Searching for Patients 8

Click to Dial

With the babblevoice Desktop we provide two main methods of placing calls,

1. You can call any extension on your domain by clicking the bubble next to their name

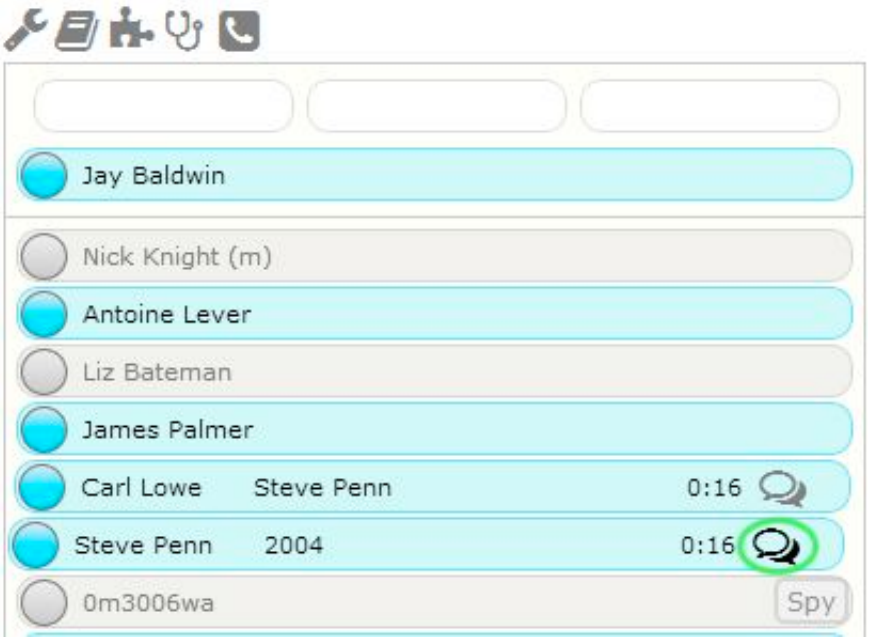
2. You can also place a call to any number by using the phone icon in the toolbar, click the icon then type the number into the field that appears when ready to dial simply press enter.



Spy - for managers

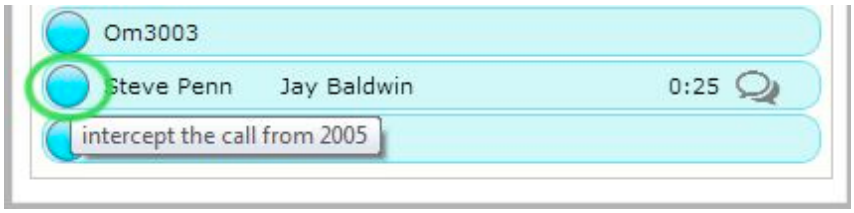
Managers can spy/listen-in on calls of other devices in the domain. Because of the sensitivity and confidentiality of calls especially in the medical world we provide permissions to restrict who can spy and on which devices, this is configurable from the babblevoice console.

To Spy on a call, you must be watching the device and whilst they are on a call, click the speech bubbles next to the call timer which when clicked will initiate a call to your phone where you will be able to hear all parties on the call although no one will be able to hear you.



Intercept

With the babblevoice Desktop you can intercept any ringing device that you are watching. To intercept the call click the bubble next to the ringing device.



Transfer

To transfer a call to someone else you are watching in the babblevoice Desktop, drag a call you are on to the bubble of another device. This will transfer the call to them.

Hangup

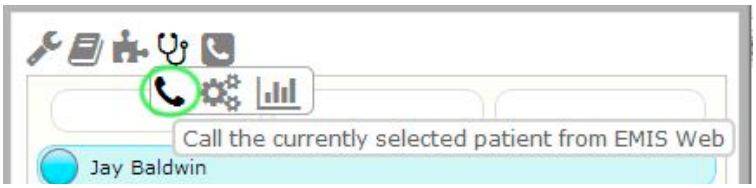
From the babblevoice desktop you can also quickly and easily hangup calls, the top section of the babblevoice desktop displays the calls you are currently on, to hang up a call drag the bubble for the call you wish to hangup and a bin icon will appear on the right hand side of the screen. Drag the call to the bin icon and the call will hangup

emis Plugin

Call Active Patient in emis Web

With the emis plugin added to your babblevoice Desktop you can call your active patient directly from the babblevoice Desktop.

First hover over the stethoscope in the toolbar, you will see the options below then click "Call the currently selected patient from EMIS Web" button.



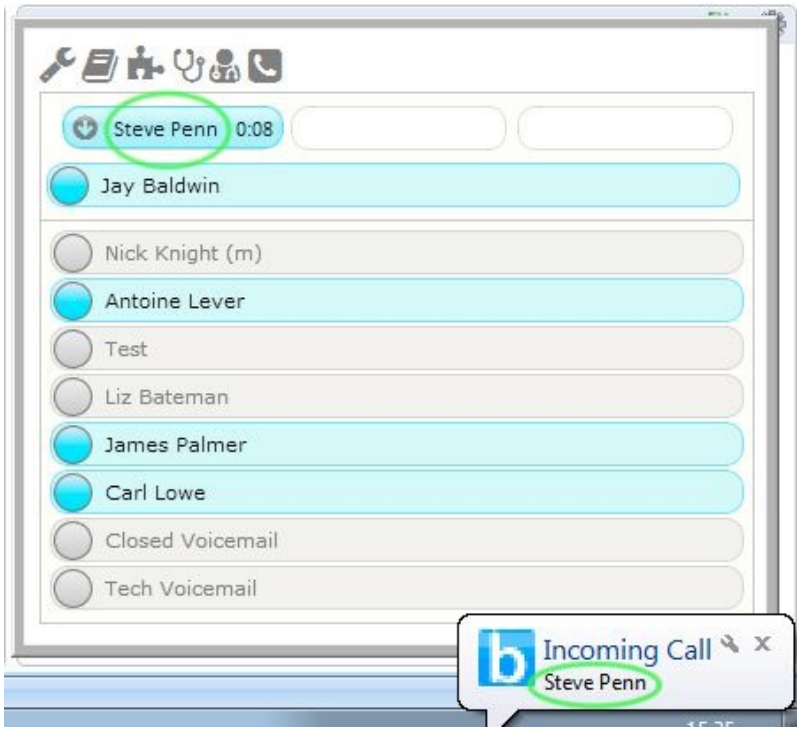
You will then be presented with a list of numbers stored against the selected patient

Click on the phone icon next to the number you would like to call to initiate the call

Screen Popping

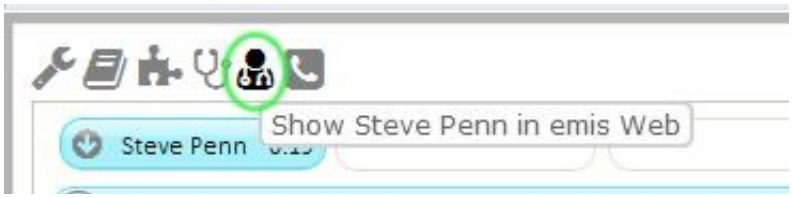
When a call comes into the babblevoice Desktop with the emis plugin, the caller id is looked up in emis for any patients who have the phone number stored against them. If there are results then the caller id will be displayed as either the patient name or if multiple patients are found then we will display the family name of the patients.

The name picked up will be displayed in the interface for the babblevoice desktop and in balloon alerts, like below



Open Patient in emis Web

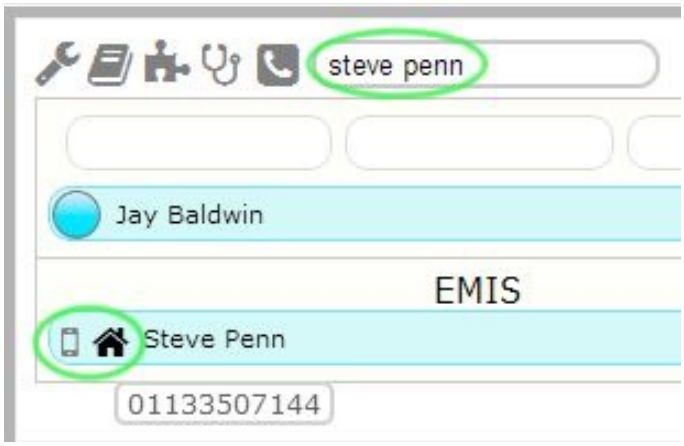
When you are on the phone to a patient you can quickly open the patients details in emis Web directly from the babblevoice Desktop. When we detect that you are on the phone to a patient we display a toolbar icon to open the patient in emis web.



Searching for Patients

From the babblevoice Desktop you can search for a patient to call by clicking the phone icon in the main toolbar

Then in the box that appears type in the name of number of a patient you would like to search for



In the above image you can see the results in the lower section under the heading "EMIS" the results are displayed here and to initiate the call click on the desired icon, the mobile phone for the patients mobile number, a house for their home number, a business desk phone for their work number and a phone handset for any other results.