



CallConnect GP Features Overview

Benefits	Features	Basic	Advanced
Reduce call handling time	“Screen Pop” of clinical system triggered by known numbers calling	●	●
	Easy handling of multiple matched numbers and other patients at same address	●	●
	Semi Automated New Number Capture	●	●
	Practice wide Address Book Mini Contact CRM	●	●
	Click to dial from Patient Record or anywhere on screen	●	●
Decrease admin time	Scratchpad for patient notes	●	●
	Basic task workflow support (click to dial and patient record “screen pop”)		●
	Bulk outbound task management with inbound call tagging		●
Improve patient communication and maximise income	Optional Audit trail for new number capture	●	●
	Basic call history	●	●
	Support for multiple clinical systems / hubs / call centre		●
	Alert activity report for Practice Managers		●
Simple to deploy and maintain	Presales liaison with CCG / CSU IT re: permissions / approvals	●	●
	Remote Fast track install and training	●	●
	Project management		●
	On-site visit (training and / or user PC install)		●
	Basic remote support for faults and API use	●	●
	Client PC reinstallations		●
	Server PC reinstallations (non-maintenance reasons)		Discounted
	On-going training		●
Software feature upgrades		●	

Please call for further information or a web demo on our own live Emis Web & SystemOne Clinical Systems