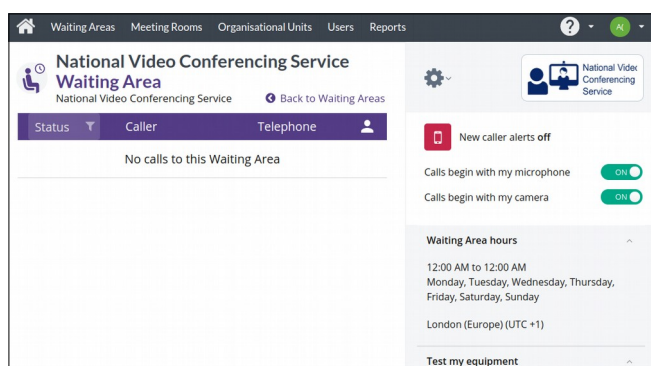


Change caller visibility of place in queue (version 1.1)

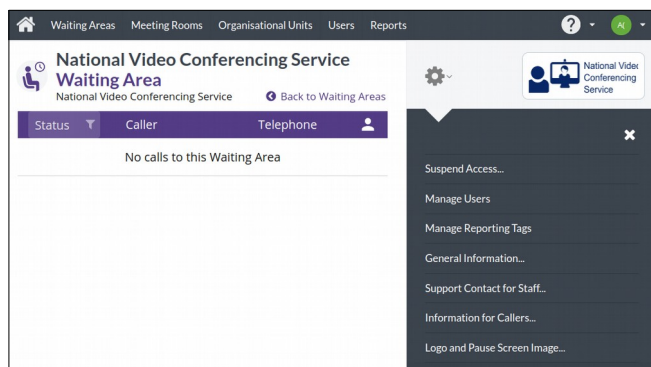
From 26th October 2020 the default for Waiting Areas will be to keep a caller's place in the call queue from them. Since some callers join well before their booked appointment their place in the call queue may not indicate the likelihood of their call to be joined by a Service Provider in a short period of time. Should you wish to enable that notification you can do so easily so long as you have an Organisation Unit Administrator or Waiting Area Administrator role.



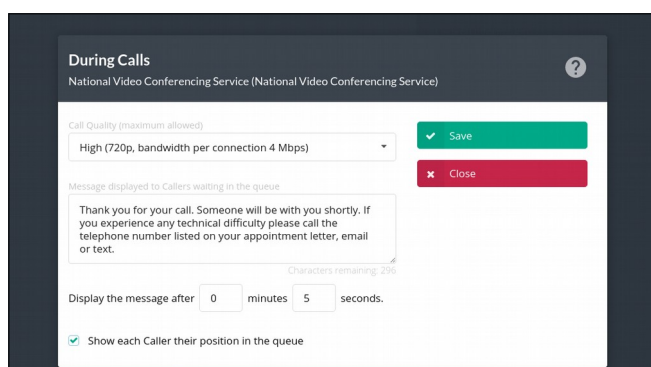
Log into the platform as normal – nhs.attendanywhere.com.

Access the Waiting Area you'd like to change.

Click on the cog icon (top RHS).



Click on During Calls from the cog's drop-down menu.



Tick the box next to “Show each Caller their position in the queue”.

Once you've done so remember to click the green Save button.

You'll then see a green banner at the top of your page letting you know the setting has been changed.