

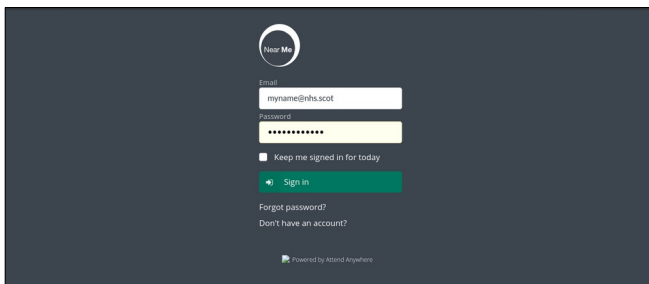
National Video Conferencing Service

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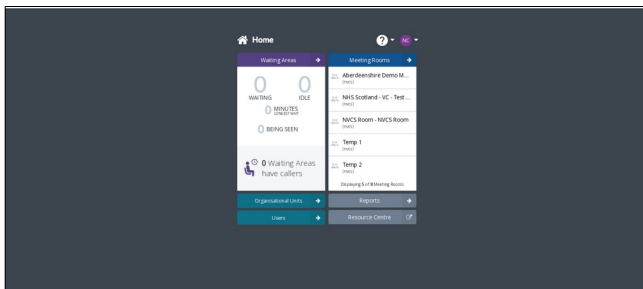
Near Me: consult now changes version 21r4 1.4

As a Service Provider, you'll see no changes to your call queue window unless Consult Now has been enabled for your Waiting Area. Only Service Administrators or Organisation Administrators can enable/disable the Consult Now feature.

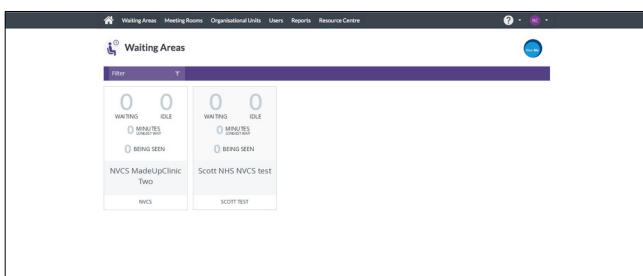


If you have a Service Administrator role for a Waiting Area or are an Organisation Administrator covering a particular Waiting Area you can enable Consult Now for that Waiting Area.

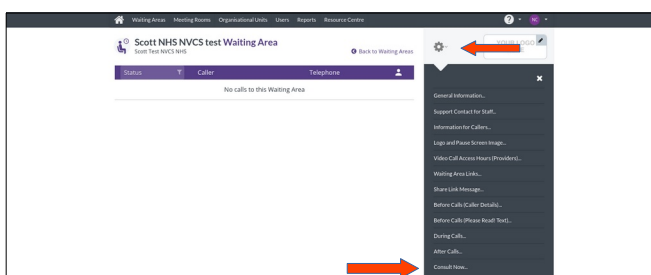
First, log into the platform.



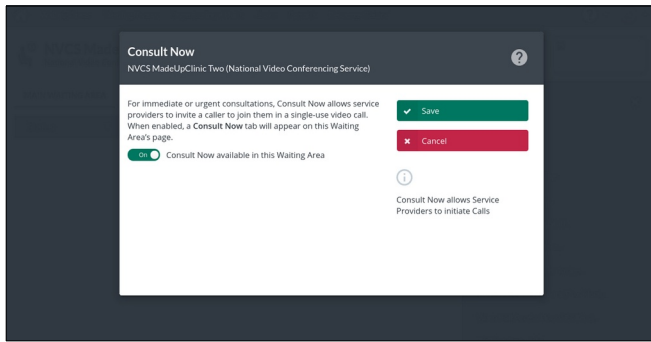
Many Service Administrators will have that role for a single Waiting Area. They'll get straight into that Waiting Area. If you have Admin roles for multiple Waiting Areas you'll see your home screen which will look similar to the one on the left. Click/tap on the Waiting Areas block.



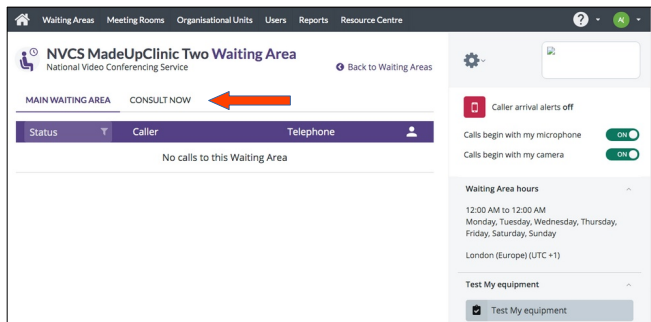
Click on the tile for the Waiting Area you wish to enable the Consult Now feature for.



Once in, click the cog icon to access the Waiting Area's settings and choose Consult Now.

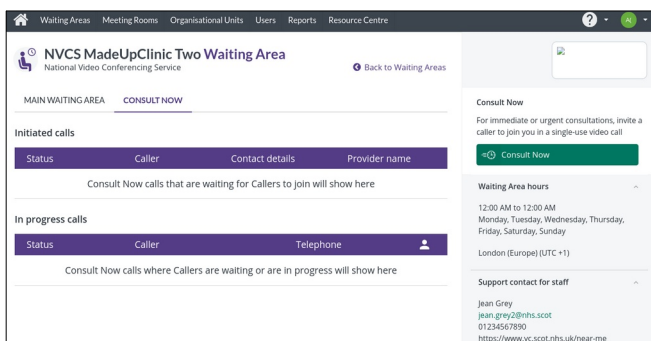


Click the slider to change it to on/green.
Save your change.

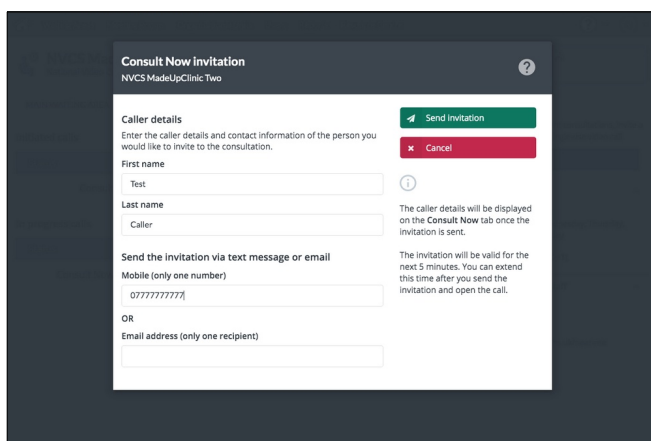


You and any Service Providers will now see two tabs: one for the normal Waiting Area call queue and one for Consult Now calls.

To initiate a Consult Now call or to see the Consult Now call queues, click on the tab.

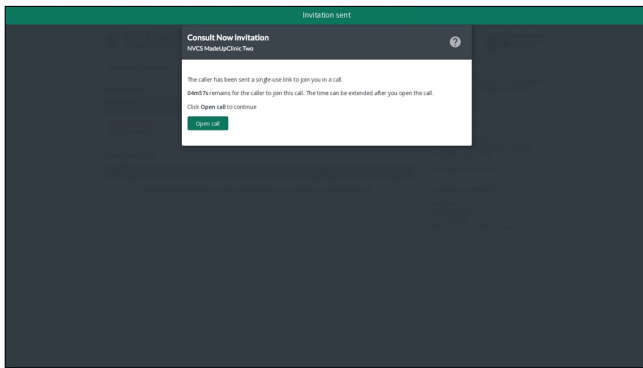


The Consult Now window shows two queues on the left. To start a call click the green Consult Now button.



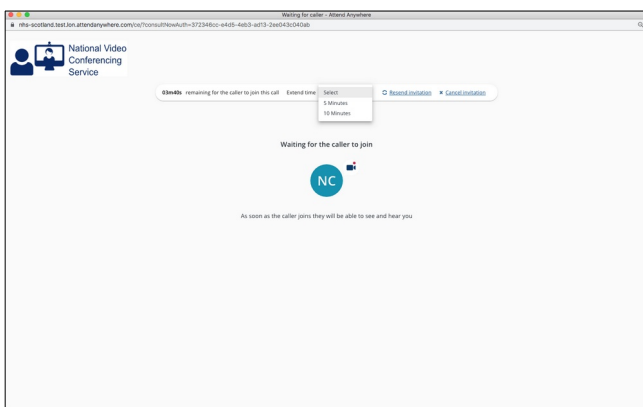
Add your caller's name and either their mobile number or email address the click Send Invitation.

The invitation is valid for 5 minutes from you sending it.



Click the Open Call button to continue.

Once your callers opens the link you've sent, in a compatible browser, you'll instantly join a call with them.



Until then, you'll see the time remaining for them to call. You also have the ability to extend the invitation's expiry time by another five or ten minutes as well as resend or cancel the invitation



Once your caller joins, your controls (and theirs) are the same as any other Near Me call.