



## Telephone Support

### A single point of contact for any CfH issues - for practices within your region

Egton Telephone Support provides all practices within your region with a single *low-rate* telephone number for the reporting and escalation of any Connecting for Health incidents or problems. Our Telephone Support desk is manned by 200 highly-trained customer advisors, who are always ready to provide callers with effective, fast and responsive information to their requests.

The Egton Telephone Support service provides practices with:

- A single point of contact for any Connecting for Health incidents
- A wealth of fully-trained support personnel and technical engineering resources
- The effective triage of all calls
- Complete management of the problem and support process, and, where appropriate, provision of a solution
- Regular call chasing of third party providers, with subsequent feedback provided to originators
- Incident reporting - to practices and PCTs
- Processing of incidents to third parties and the NSD.

*Egton's Telephone Support desk advisors are always ready to help resolve any CfH incident*

When callers have software or hardware problems, they need answers - quick. The Egton telephone support desk enables this solution.

Egton's Telephone Support desk is open Monday to Friday 7:30am – 7:30pm and Saturday 9am – 1pm, we are also able to offer a 24/7/365 telephone support service\*. At Egton, we understand that some calls can be generated outside of our core opening hours and provide all customers with Out of Hours (OoH) acceptance of incidents as standard. This OoH service includes email notification, an online fault-logging system and an automated telephone service. Our Telephone Support desk is complemented by Egton's Managed Service engineers, assuring practices of a fast and efficient response to any on-site problem.

#### Online reporting

Egton provides unique online access to practices and PCTs, allowing them to view reports, check the status of logged calls and view present or previous incidents. We can also provide other NHS related information via this online service, free of charge.

#### Further information

For further information on Egton Telephone Support, complete the form below and fax to **0845 124 5246**.

Further information regarding Egton's products and services can be found at [www.egton.net](http://www.egton.net)

Signed: \_\_\_\_\_

Email: \_\_\_\_\_

Telephone: \_\_\_\_\_

PCT/Practice name: \_\_\_\_\_

\* Egton's 24/7/365 Telephone Support desk is available at an additional cost. Call **0845 124 5245** for further information.