

New Caller Entry — Preparing for Release

The Caller Entry screens will be updated in Attend Anywhere from 2021.R4 (expected July 2021). The screens will have improved usability and accessibility.

There are three fields you may need to update in the Attend Anywhere Management Console, described in this poster. If you have created any bespoke instructions for your callers or staff members, you may need to update these too.

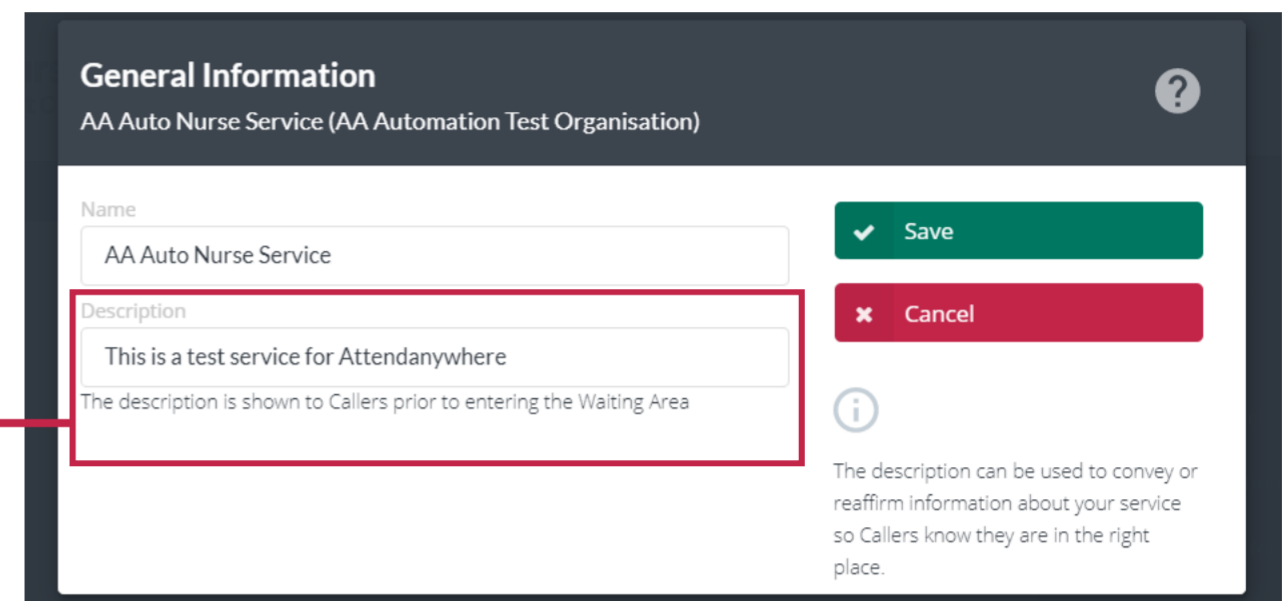
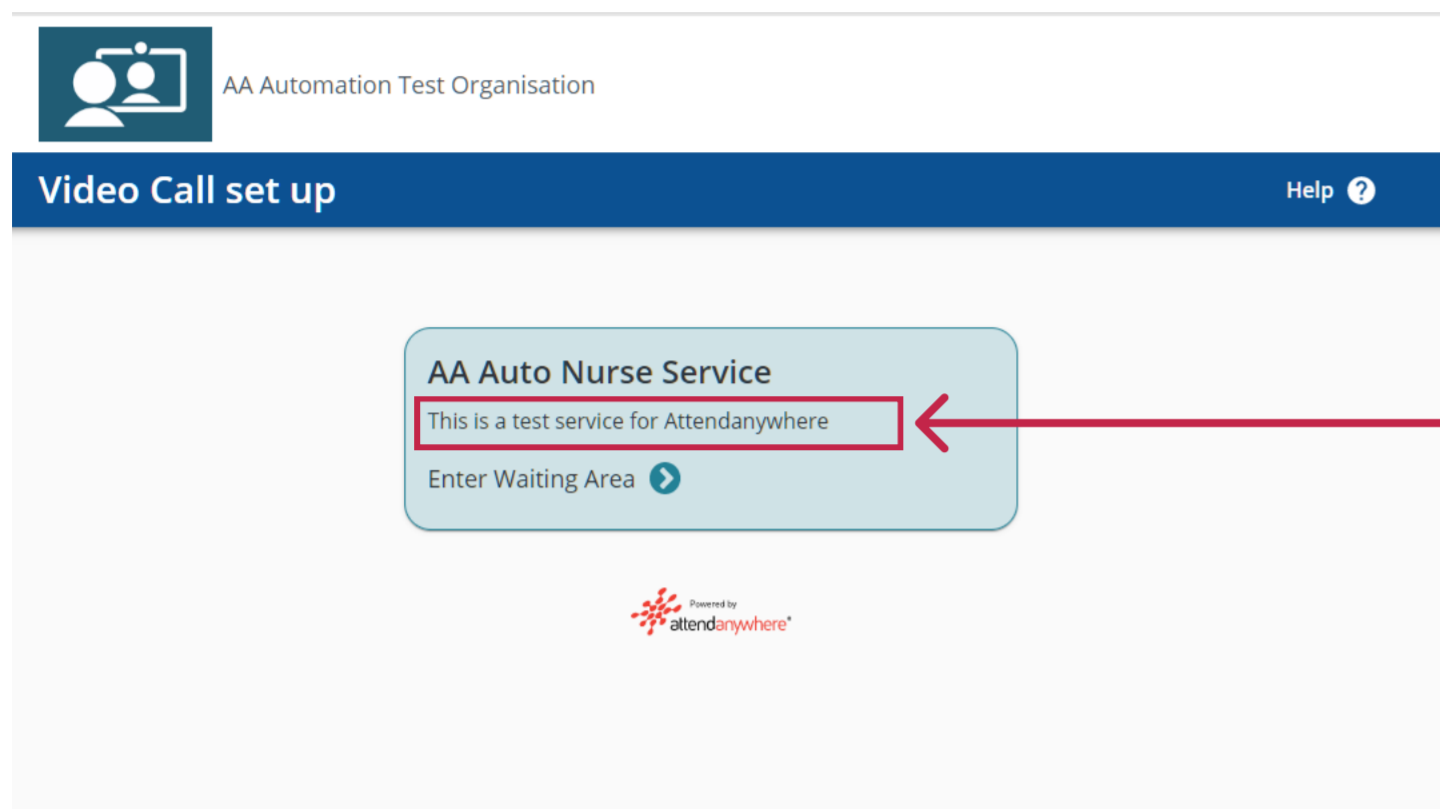
Attend Anywhere will supply reports showing the data in these fields (for each Waiting Area) so you can review in bulk, rather than having to open every Waiting Area.

Caller Screens

When a Waiting Area is open, the **Waiting Area description** is displayed to all callers. You may need to update this in the Management Console to ensure the description is appropriate.

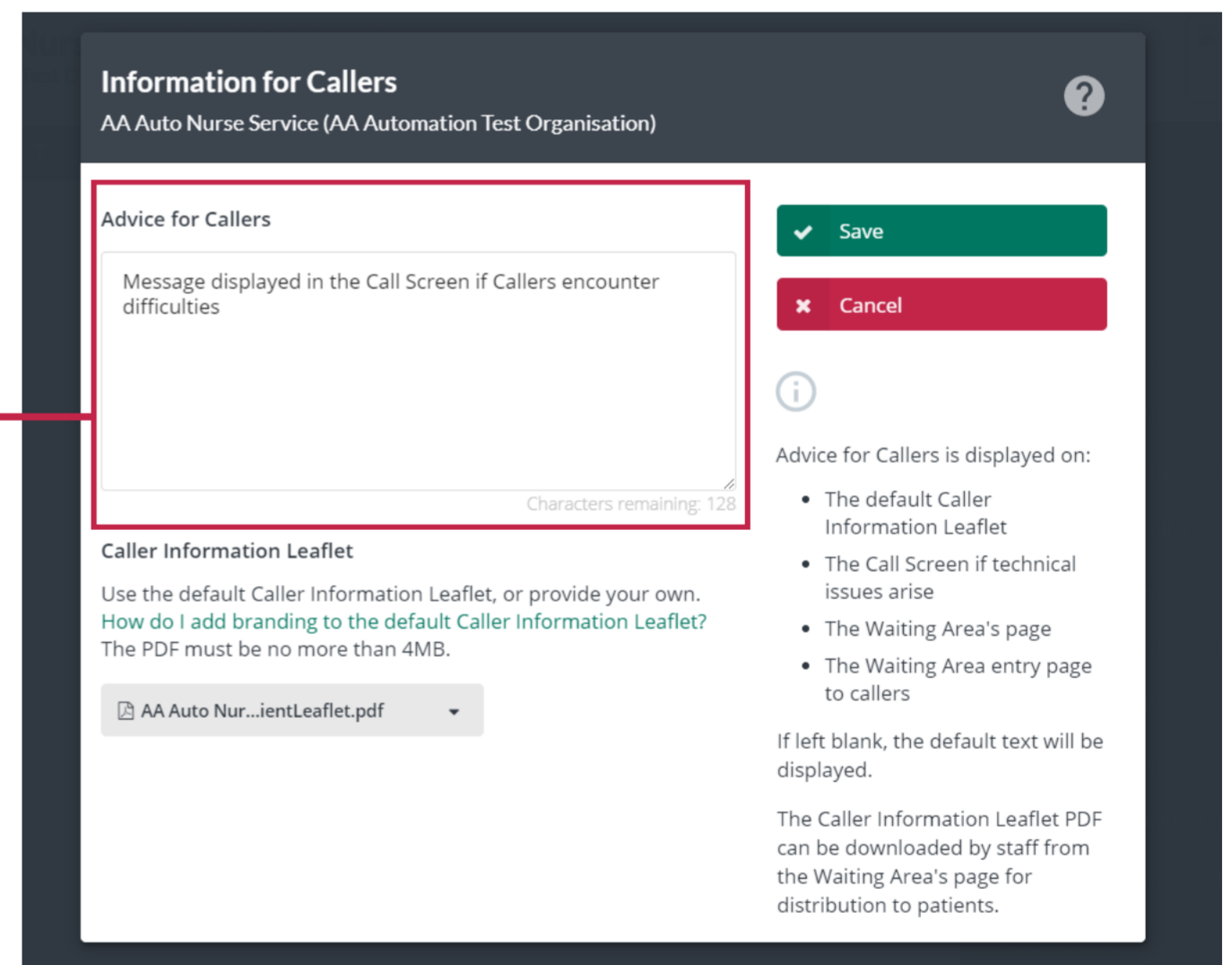
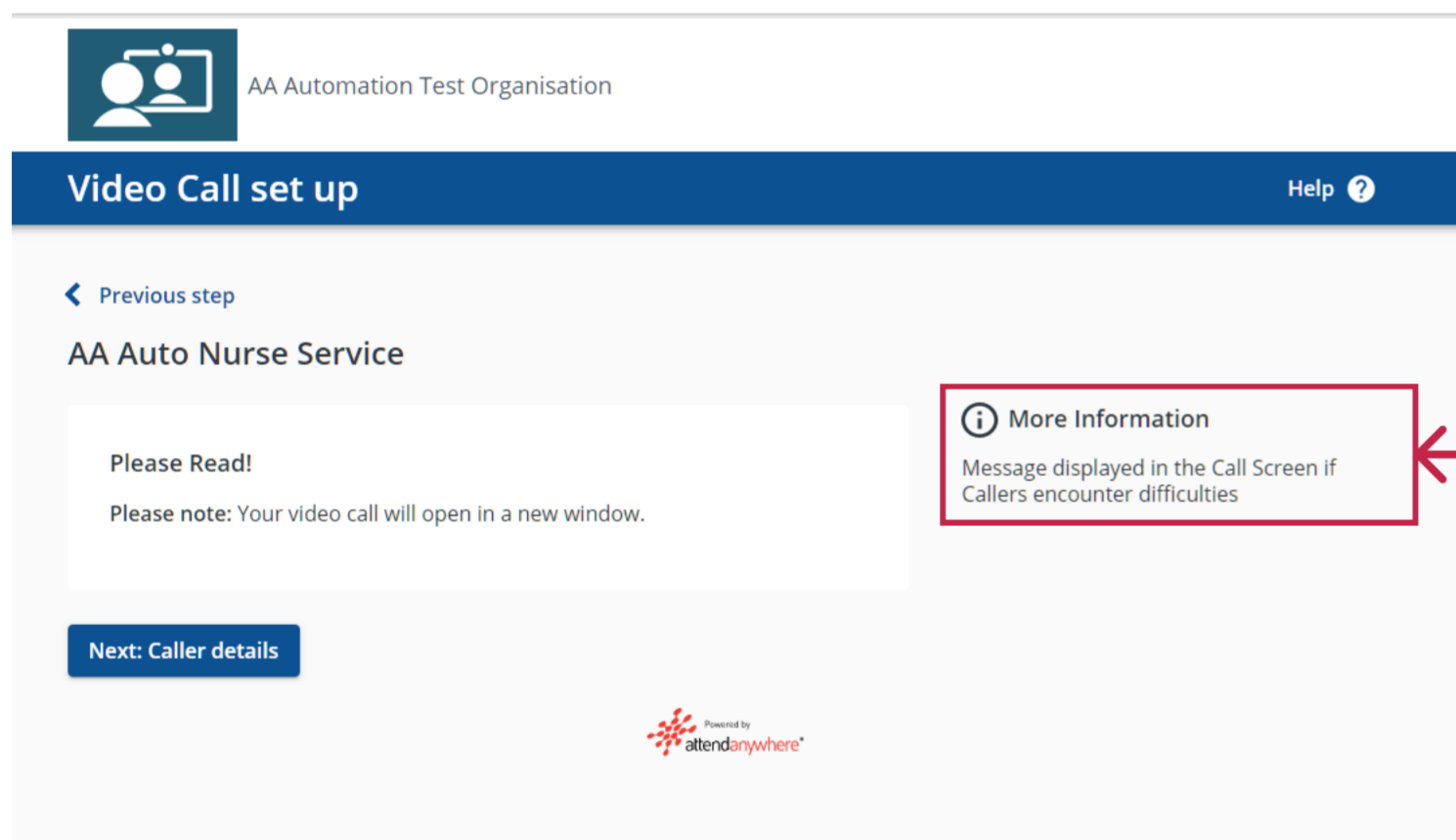
Where this comes from in the Management Console

This text from is from **Waiting Area settings > General Information > Description** field. If this field is empty, nothing will display



The **Advice for Callers** content is displayed under the More Information heading of the New Caller Entry pages. This is already visible in the Caller Information Leaflet and if something goes wrong during the connectivity tests.

This text is from **Waiting Area settings > Information for Callers > Advice for Callers** field. If this field is empty, nothing will display (including the 'more information' heading)



The **Please Read!** text must be reviewed for any references to the previous interface, which could confuse callers.

This text is from **Waiting Area settings > Information for Callers > Before Calls (Please Read! Text) > Please Read! text for this Waiting Area** field.

