**Telephone automated callback system**

What is a telephone callback system?

Automated callback is a feature of our telephone system that allows a caller to choose to be called back rather than wait on hold in the call queue. When a receptionist becomes available, the system will call you back and when you answer, you will be connected to the receptionist.

How Do I Request a Callback?

Requesting a call back is easy and will allow you to keep your position in the call queue without waiting on hold.

Call our reception team on **0115 930 1105**.

You will be presented with several telephone options which you can choose from -

Press option 1 If you would like to book an appointment or speak with our reception team.

Press option 2 If you would like to cancel an appointment.

Press option 3 If you are calling to request a home visit.

Press option 4 for any other enquiries or to speak to a secretary.

**Only option 1 has the ability to register for an automated call back.**

If you have selected option 1 you will be entered into the call queue and will be given instructions on how to log a call back.

When you have joined the call queue **press** **1** to register for a call back, you will then receive confirmation that your call back has been logged and will be able to end the call.

your position will now be held in the queue, when you reach position 1 our automated call system will ring you back and connect you with a member of our reception team.

**IMPORTANT -**

* **The callback system is not able to initiate a call back if you telephone number is anonymous or blocked.**
* **If you are unable to answer your telephone when the system is calling you back it will try again one more time after 1 minute.**
* **If your telephone or mobile goes to voicemail while we are calling you back because your mobile phone is switched off or not in signal range the receptionist will leave you a voicemail message instructing you to call us back at your next convenience.**