*![A logo with a circle of lines and a phone

Description automatically generated]()*

*Telephone Programming Q&A*

# Please provide a list of all the telephone numbers you will be transferring. (This included 1-800 numbers, FAX and Direct DIDs) Please see the highlighted example below.

|  |  |  |
| --- | --- | --- |
| *EXAMPLE Telephone Number: (333) 888-8888* | *Label (main #, roll over, DID, Fax #, ect..)* |  |
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1. *Are any telephone numbers listed above, tied or shard with any other devices: (alarms, credit card machines, etc…)?*
2. *Are all telephone numbers listed above serviced by the same carrier/provider? YES/ NO If answer is no, please list all phone carriers/providers!*

# Please provide a list of extension associated with each user/person/extension on your current phone system or that will be added to the new phone system (please include employees name & employees email address). Please answer YES/NO to inform if each employee will have/need access to Company FAX, General Voice Mail or will need Portal Access. If you are receiving more than 10 phones, please see addition page at the end of this packet. Please see the highlighted example below.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| *Please list each*  *Employee’s Name &*  *Their Department* | *Their Current Extension & Direct Number if*  *Applicable* | *Please list the*  *Employee’s Email* | *Needs Fax*  *Access* | *Needs Portal*  *Access* | *General VM*  *Access* | *Needs Personal*  *VM* |
| *Ex. John Smith Accounting* | *EXT. 103 & 888.555.4444* | [*jsmith@accounting.com*](mailto:jsmith@accounting.com) | *Y/ N* | *Y/N* | *PIN \*\*\*\** | *PIN*  *\*\*\*\** |
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1. ***Please provide hours of operation/ business hours.***

|  |  |  |  |
| --- | --- | --- | --- |
|  | *Open* | *Closed* | *Lunch/ closed blocks* |
| *Monday* |  |  |  |
| *Tuesday* |  |  |  |
| *Wednesday* |  |  |  |
| *Thursday* |  |  |  |
| *Friday* |  |  |  |
| *Saturday* |  |  |  |
| *Sunday* |  |  |  |

1. Are there any **Special** hours of operation that needed to be blocked, such as lunch or early close times?

# When an inbound call comes in, the customer normal dialed?

1. *Just the main number*
2. *The 1-800 number or main number*
3. *The main number and other numbers we marked*
4. *The main number or DID’s*

# Inbound calls are distributed by?

1. *Hunt group (a group of selected employees, departments or positions that rings by default)*
2. *The Receptionist, then they distribute the calls accordingly*
3. *All phones ring simultaneously, anyone can answer.*
4. *Recorded Auto attendant (Example: press 1 for this, 2 for another option etc…)*

# How is the call normally transferred?

1. *Transferred by extension number or name*
2. *Placed on hold, for anyone to assist.*
3. *Park the call on line one, two or three and then we page the person,*
4. *Transferred to employees Voicemail*

# If the call is unanswered, what happens?

1. *The call will keep ringing all users until answered (looping the call)*
2. *The call will ring for (X’# of Times) then routed to a General Voicemail box.*
3. *The call will Cascade from phone to phone, according to availability*
4. *The System answers the call, places the call on hold until a user becomes available (Queueing).*
5. *The call will ring for (X’# of Times) then go to Auto Attendant.*

# If the caller is placed on hold, what does the caller hear?

1. Dead Air/ silent
2. Music provided by your company
3. Free music provided by us.
4. A pre-recorded scripted on-hold message, provided by **Your Company**. (like advertisements, etc.)
5. ***What happens to a call before or after hours of operation?***
6. *The Caller is routed to companies General VM*
7. *The Caller hears a message to call back*
8. *Call keeps ringing*
9. *The call goes to the regular auto attendant*
10. *Call goes to a specific after-hours Auto Attendant*

# Does your current phone system have an auto attendant?

1. Yes, we currently have one. (will send the file to upload)
2. Yes, but we do not have a file to upload, we will need to re-record
3. No, but would like to have one, will send a script
4. No, do not need this feature or currently want it.

***If you are wanting an auto attendant, please go ahead and make your recordings now, this way they may be uploaded prior to your install and will not need multiple revisions after install. They must be MP3 or Wav File. Thank you!***

1. ***Does your phones system currently have a speed dial option/list?***
2. *Yes, we will provide the list for uploading*
3. *No but would like one. We will send a list to upload*
4. *No, we do not need this currently.*

# Does your phone system currently have a directory?

1. *Yes, we will provide the list for uploading*
2. *No but would like one. Will send a list for uploading*
3. *No, we do not need this currently.*

# Does your company use call forwarding (includes after hours answering service)?

1. *Yes, only after hours. The system automatically does it for us.*
2. *Yes, only after hours, but we manually activate it.*
3. *No, we do not use this*

# Does your company use a General Company Voicemail?

1. *Yes, we receive these voicemails in our email.*
2. *Yes, but we all check it with a general code.*
3. *No company Voicemail*

# Do your employees use their own individual voicemail?

1. *Yes, each extension/ employee has its own individual Voicemail*
2. *Yes, but only certain employees have their own VM*
3. *No, we do not need any individual voice mail currently*

# Does your company use any after-hours answering services or on-call staff member with your telephone system?

1. *If Yes, please provide the name of the company, the number associated with this service.*
2. *No, we just have employee on call. Please inform us who and their phone number.*
3. *No, we do not currently use this feature.*

# If you are using the Web Based Fax, please list all employees that will need access to your faxes online by entering YES in fax column on question 2. On page 1

1. ***Is there a server on site and if so what does it handle?***
2. ***If there is a server on site, does it handle your DNS and DHCP? YES/ NO***
3. ***How is your wifi currently being handled?***
4. *The current Internet company gives us wifi*
5. *We have access points throughout our building*
6. *Our current IT Guy handles our wifi access for us*

Notes:

# 2. Please provide a list of extension associated with each user/person/extension on your current phone system or that will be added to the new phone system (please include employees names& employees email address). Please answer YES/NO to inform if each employee will have/need access to Company FAX, General Voice Mail or will need Portal Access. Please see the highlighted example below.

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| *Ex. John Smith Accounting* | *EXT. 103 & 888.555.4444* | [*jsmith@accounting.com*](mailto:jsmith@accounting.com) | *yes* | *no* | *yes* | *no* |
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