

PBX Routing Sheet VoIP

Customer Billing Info	
Company Name	
Contact Name	
Main Phone Number	
Billing Address	
Billing Email	
Time Zone	

Default Caller ID and e911 Registration Address	
Default Caller ID #	(NUMBER ONLY)
Address Line 1	
Address Line 2	
City, State, ZIP	

**Please provide the default Caller ID and e911 location address for the PBX. By default every extension will show this caller ID on outbound calls. If an extension below will have its own caller ID please specify if it will have the same or a different 911 address on the Special Configurations section at the end.*

Business Hours Definition		
Day of the Week	Open	Close
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

**Please specify the customer business hours if they would like to have any automatic time based call routing.*

Main PBX Features				
Enable	Feature	Option		
	Call Recording	None	Always	On-Demand
	Custom MoH	File Name		
	Call Parking	Dynamic or One Button	Please see KB Article	
	Distinctive Ring			
	Call Pickup	Ext or Department	Please see KB Article	
	Intercom	Code	*50+EXT	
	*67 Hide CID	With *67 Code	Always	

**Place a check next to the feature you want to Enable, then circle the applicable option or provide the code desired to manage the feature.*

PBX Routing Sheet VoIP

PBX User Extensions						
Ext #	Name	Email Address	Phone Model	MAC	Scope	Service Amount
101						\$30.00
102						\$30.00
103						\$30.00
104						\$30.00
105						\$30.00
106						\$30.00
107						\$30.00
108						\$30.00
109						\$30.00
110						\$30.00
111						\$30.00
112						\$30.00
113						\$30.00
114						\$30.00
115						\$30.00
116						\$30.00
117						\$30.00
118						\$30.00
119						\$30.00
120						\$30.00
121						\$30.00
122						\$30.00
123						\$30.00
124						\$30.00
125						\$30.00

**Please provide all your extension details. Any details not listed on the table can be provided in the "Special Instructions" section at the end of this document "Scope" is the Access level you provide to an End-User: 'Basic' is for your Standard Employee, 'Office Manager' is for your Office Manager or anyone that needs Admin Privileges. "Service Amount" is default MSRP, please adjust if needed.*

Voicemail Only Extensions		
Ext #	Name	Voicemail to Email Address
005	Voicemail 1	
006	Voicemail 2	

**Voicemail Only Extensions are independent voicemail accounts that DO NOT belong to any specific extension. They are typically used for hunt groups and departments. Group mail can be checked from any phone using the *97 code and/or can be forwarded to an email address.*

PBX Routing Sheet VoIP

Hunt Groups / Ring Groups						
Ext #	Name	Active Extensions	Max Simu Calls	Ring Time	Ring Type	Destination on No Answer
401						
402						
403						
404						
Example	Sales Hunt	101-105	2	30	Simu	VM 005

**Hunt Groups are a list of extensions (typically associated by department) that ring for a set "Ring Time" (i.e. 30 seconds) using a specific "Ring Type" like "Simultaneous" or "Listed Order" when a call is received by that group. If calls routed to a Hunt Group are not answered within the Ring Time they must terminate at a "Destination on No Answer" setting like a group voicemail or another extensions direct voicemail. As for Max Simultaneous Calls, this feature is to allow Users to receive more than 1 call at a time if needed.*

Auto Attendant / Digital Receptionist			
Menu 801		Menu 802	
Option	Destination	Option	Destination
1		1	
2		2	
3		3	
4		4	
5		5	
6		6	
7		7	
8		8	
9		9	
0		0	
*		*	

**The Auto Attendant will answer your calls with a company greeting and allow callers to choose an option of 1-# to be routed to a Hunt Group or directly to an Extension. Menus may have up to 2 sound files/greetings. An Intro file can be played first (i.e. Thank you for calling ABC Company) then a Menu file can be played second (i.e. For Sales press 1 for Support press 2). If this is not needed then just 1 complete file can be played (i.e. Thank you for calling ABC Company, Press 1 for Sales or 2 for Support). Please make sure to have your recordings ready and include them with this routing sheet. If you have more than 1 menu, identify the sound file name and which menu it belongs to in the Special Configurations section.*

PBX Routing Sheet VoIP

Main / Toll Free / Other Numbers			
Number	Description	Work Hours Destination	After Hours Destination

**Write down the Main phone number and any other DID's that will belong to the PBX, except for DID's assigned directly to extensions. Those are added on the extension portion of this sheet. Then designate where that DID should route to during Work Hours and After Hours. If the number goes to the same destination during All Hours then there is no need to specify an After Hours destination or the Work Hours below.*

[illegible]

**Please use this section to outline any and all special configurations not included in the tables above.*

Customer Acceptance

I have reviewed this sheet and agree with the documented configuration.
Any future changes can be requested via a support ticket.

Name

Sign

Date _____