



TELECOM SYSTEMS

Business Phone System Assessment

PILLARS OF SUPPORT:

QUESTIONS TO ASK WHEN ASSESSING YOUR EXISTING SYSTEM:

Remote & Office Workers

- ▶ Ability to receive and make an office call through your mobile phone
 - ▶ Voicemail to Email
 - ▶ Audiovisual Conferencing
 - ▶ CMS/Chat/ Instant Messaging
 - ▶ Soft Phones
- Can your present system support mobility—allowing employees to receive and make phone calls through the business telephone system on their cellular work phone when they are not in the office?
 - Can voice messages downloaded to a voicemail box be delivered to an employee's email?
 - Can your phone system support conference calls with multiple parties with or without video and collaboration?
 - Does your phone system support instant messaging so your employees can contact coworkers and customers via an SMS or web-based text?
 - Does your phone system offer softphones that work directly over a desktop or laptop computer versus an actual phone device that sits in-office?

Customer Base

- ▶ Call Queues
 - ▶ Announcements/Hold Music
 - ▶ Active Phone Directory
 - ▶ Integration with Workflow
 - ▶ International Calling
 - ▶ Direct numbers to staff and departments
 - ▶ Call recording
- Can customer calls be directed to the proper department, with call queuing, allowing staff to answer calls in the order received?
 - Despite their contact not being available via phone, can your customers easily reach an alternate employee, so their needs are serviced?
 - Do your customers hear hold music or announcements as they are waiting for their call to be answered by one of your employees or departments?
 - Do your customers have access to an active and current phone directory so they can easily reach a department or person to help them with their request?
 - Do you make it easy for customers to reach the proper person or department, with either by automated attendant or direct dial numbers?
 - Can your telephone system be integrated with your CRM (Outlook, Sales force, etc.) to provide greater efficiency when handling a customer request?
 - Can International customers reach you or vice versa?
 - Can your phone system handle the volume of outside calls it receives?
 - Does your telephone system support call recording, to provide an archive of a discussion or customer request, for accuracy, employee performance monitoring, and quality control?

Business Operations

- ▶ Call Analytics & Reporting
 - ▶ Technology Integrations
 - ▶ Call Logs
 - ▶ Business Continuity and Disaster Recovery
 - ▶ Paging
 - ▶ Web Administration
 - ▶ Security enhancements and staff safety (911 alerts, door phone entry integration, Ray Baum Act compliance)
- Can your phone system offer real-time call analytics and reporting so you can make operational decisions for your business?
 - Does your phone system offer integrations that work with all the technology that your employees use to track customer business and to centralize office technology and devices?
 - Can your phone system record or log calls so you can perform quality service checks?
 - Does your phone system offer true resiliency when your main office location loses electrical power or a communications infrastructure failure?
 - Does your phone system offer paging so in office employees can receive important announcements at the same time?
 - Does your phone system offer web administration so you can easily change extensions, accommodate employee additions or turnover, and change customer messaging, announcements or hold music?
 - Does your phone system offer security and safety enhancements, such as 911 alerts and door phone entry integration? Is your phone system compliant with the Ray Baum Act?