



Remote Install

Includes:

Document Collection

- ◇ Review/confirm numbers to port
- ◇ Review existing programming & changes needed
- ◇ Create site programming master sheet & call flow document
- ◇ Customer approval & sign off for final call flow

Programming

- ◇ Programming for all devices, users, call flows, hunt groups, and auto attendants
- ◇ Work with customer on custom greetings
- ◇ Pre-cutover testing

Port/Cutover

- ◇ Participate in conference bridge for number port
- ◇ Remote support with site contact
- ◇ Test numbers and call flows

User support

- ◇ Available for up to 4 hours of phone/email support for users for first day of go live

Final sign off

- ◇ Transition to help desk

Onsite Installation

Includes:

Everything under Remote Install plus the following:

Phone Deployment

- ◇ Onsite team to unbox, assemble and place phones
- ◇ Upgrade phone firmware and provision as necessary
- ◇ Assist IT staff with mobile or desktop client setup/installation
- ◇ Removal of old phone from end user's desk
- ◇ Box up old phones

Training (optional)

- ◇ User training for phones, mobile apps and web portal

Port/Cutover

- ◇ Connect new phones at each user's desk
- ◇ Test phones, numbers and call flows for entire site

User Support

- ◇ Team onsite for support first day of go live to assist users with voicemail setup, mobile or desktop app setup, questions and programming changes that may arise

Call Center

Requires Onsite Installation

Includes everything under onsite installation plus the following:

Training

- ◇ Customized training documentation created
- ◇ Customized training sessions for agents
- ◇ Customized training sessions for supervisors
- ◇ Call Center Report training

Call Center Programming

- ◇ Programming for agents and supervisors
- ◇ Programming call center setup and call flows (timers, overflows, etc)
- ◇ Work with customer on custom greetings
- ◇ Pre-cutover call center testing

User Support

- ◇ Dedicated support for call center agents first day of go-live