

Selecting a phone system or manufacturer can be a simple project when you keep the purpose clear in focus. Due to the wonderful feature sets of today systems the complexity can overwhelm you into reviewing all the shiny pieces and losing focus of the true purpose. Our goal in the proposal process is to establish your true aim and then get some subset feature understanding. The rest of the features we don't bring to the table until the main purpose and subset have been selected and agreed upon.

Main purpose,

Receive calls from customers with clarity of voice and not dropped during conversation.

Receive a message when unable to answer call first time (voicemail)

Auto direct the caller to different departments or provide information without directly speaking to the caller (auto-attendant).

To transfer a received call to another persons.

To have a call with more than one person at the same time (conference call)

The next part of the selection process is a subset of the above: The majority of todays modern systems will provide these features as standard with additional option thereafter.

How many phone lines do you have?

How many desk phones? (this may change once we understand the flow of calls)

Do you have fax line(s)?

Manage calls for efficiency (auto attendant and tree)

Record messages (voice mail) and how to manage the voicemail once received. i.e. convert to email and send to ABC

Work from anywhere how many people is the main question and secondly do they have internet service (With an understanding of the layout of your organisation we can recommend hosted or traditional hardware)

Connect multiple offices to main system (how many business locations are to be connected)

Be able to answer your extension from a mobile device.

Are you planning to use message on hold? (To play a pre recorded message marketing, to the caller if they are placed on hold or just play music rather than silence)

Door phone?

Loudspeaker in a large area or noisy area.

The ideal is to have the above answered and a tree created see Onboarding Auto Attendant Guide from ChoiceCom

Ready to take next step send answered questions too: [ChoiceCom@ChoiceCom.ca](mailto:ChoiceCom@ChoiceCom.ca)