SYSTEM INTERVIEW

EXTENSIONS

Operator Definition -

Old Extn	Name	New Extn	DID # (if applicable	Phone	Agent or Supervisor	Headset	UM Client	Voice Mail to Email	Message Notification	CRM Integration	Outbound CID Display

Service Observe	Name	All Features		Features Blocked		Day Fwd	Night Fwd				

Phone Lines

#'s Not on System	#'s on System	Phone Co Features		Type of Line		Day Route	Night Route	Day Delayed Ring (after initial routing)	Day Delayed Ring (after secondary routing)	Night Delayed Ring	

Button Mapping											
Type of Phone						**Type of Phone**					
Type of Phone						**Type of Phone**					
Mailboxes											
Box #	**Type**	**Script**		**Name of Mailbox**		**Buttons**					
Other Features											
Cascade Paging, Broadcast MB, Tenanting, VOIP, ACD											
Departments											
Dept #	**Type**	**Extensions in Dept**		**Day Fwd**		**Night Fwd**					

Auto Attendant Scripts & Routing Table											
Initial greet & Hours: Day Greeting											
Voice Talent						**Routing**	**Secondary Routing**	**Tertiary Routing**			
Thank you for calling											
Nighttime Greeting											
Voice Talent:						**Routing**	**Secondary Routing**	**Tertiary Routing**			
Thank you for calling											
Hours of Operation	**Weekdays**	**Sat**		**Sun**		**Timers Std**	**Timer Changes**				
Addl Projects Needed											
Cabling, OH Speakers, Loud Ringers, Antennas, Wireless NW, Modular Install - please make notes here.											