



New Phone System Checklist

In order to make an informed decision about whether or not you need a new phone system, we have put together this quick checklist for you.

Complete the survey below and then send this to us and we will help you to understand if you need a new phone system, upgrades or just need a cheaper alternative to your current calls and lines provision.

What do you know about your current phone system?

Identify how many extensions (internal phone lines) and trunks (external phone lines) you need. Identify what missing features your current phone system has.

How many phones do you have?

How many phones do you need?

How many staff do you have now?

How many staff will you have in 3 years time?

What is the most amount of people who are likely to be on the phone at the same time?

What do you like about your current phone system?

What do you dislike about your current phone system?

When and how does your current phone system let you down?

What do you know about your external calling?

Identify how best to route your external calls (what sort of trunks do you need?). Identify potential cost savings through how your calls are routed.

How many offices do you have?

How many calls are made between offices?

How many calls to mobiles do you make?

How many international calls do you make?



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What do you know about your current IT systems?

Identify cost savings that could be made by further utilising your IT infrastructure.

Identify areas of additional functionality you could be taking advantage of.

Identify suitability for IP telephone extensions to save on cabling costs and to simplify installation.

What type of cabling do you have installed for your network?

Does your cabling run to all your desks?

Can your network support Power Over Ethernet?

What do you know about your telephony features and requirements?

Identify how people currently work and how they are hindered.

Identify features and applications that will enhance productivity and customer services.

Do any of your employees need to move around a site or between sites?

Are any employees away from their desks a lot?

Do any of your employees work from home or based in the field?

Is contact information stored on computer applications?

Have you got groups of people dealing with incoming calls?

What special requirements/roles do your employees have (i.e. call centre supervision, receptionists, etc)?

Please send your completed checklist to:

Email enquiries@telesiscomms.com

Fax to 0844 25 11 644