

Telephony - Not Just Your Phone

IT Planning Notes

Telephony is a critical business growth capability



Telephony: A critical capability

Most companies know they need a telephone system but see it as more of a utility than an essential business tool. Yet, telephony is a key engagement point with employees, customers, prospects, and suppliers. With the continued integration of mobile technology is an even greater opportunity to maximize its usage. But you have to know what you have to know what you need!

How many staffers have dedicated telephones? Does this include every employee?

Do you staff multiple locations? If so how many and where are they located?

Do you have a single public incoming phone number and the ability to answer calls on that number at each location and the ability to transfer calls from that number to anywhere in the company?

Do you employ a receptionist? How is after hours call coverage provided?

Do you utilize an auto-attendant, and if so in what capacity?

Are calls distributed from a main number to individual workers when no one is available to answer the phone?

Do you utilize call conferencing or voicemail to email capabilities?

Are there staff who telecommute or work from other remote locations?

Can employees on the road receive calls from either their desk or their mobile phone with just one call?

Are there teams with shared responsibility for answering inbound calls?

Is there a need or requirement to monitor or record inbound or outbound calls?

Please Select Those Capabilities in Use Today

- Daytime/After Hours Greetings _____
- Hold Calls _____
- Conference Callers _____
- Video Calls _____
- Directory Searching _____
- Voicemail _____
- Voicemail to Email _____
- VoIP Phone Calls _____
- Transferring Calls _____
- Utilize Wireless Phones _____
- User Self Administration _____
- Speed Dialing _____
- Call Logging _____
- Call Barring _____
- Music on Hold _____
- On Hold Messaging _____
- Hunt Groups _____
- Caller ID _____
- Microphone Muting _____
- Headset Enabled _____
- Unified Communications _____
- Telephony: A critical capability _____

Please Select Those Applications in Use Today

- Caller Authentication _____
- Voice Recognition Forwarding _____
- Interactive Voice Response _____
- Call to Customer Record Matching _____
- Collect & Display Pending Live Calls _____
- Receive & Route FAX Messages _____

How are operating system patches and related upgrades installed?

Is there a written back-up plan in place should your phone system do down?

As you consider your needs now and 5 years from now, is there a preference for a premise-based phone system or a cloud-based phone system?

Do you provide employees mobile devices and/or provide financial support for their mobile usage when used for company business?

Do you have policies governing the use of mobile devices for accessing company applications?

Do you utilize online meeting and collaboration platforms and format your presentations and meetings for viewing on mobile devices?

Equally as important as your business plan is a roadmap that outlines where and how telephony is used today and what the plan for it should be for tomorrow.

