



Company _____ Contact _____ REP _____ Phone _____

Address _____ City _____ State _____ Zip _____ Email _____

CALL FLOW WORKSHEET # _____

~CONDITIONS~

OFFLINE (Failover) YES NO

Should you loose power or internet would you like to have your phones automatically change destination. If yes, please describe the failing destination below.

HOLIDAY (Dates) YES NO

Special destination for scheduled dates. Usually used for Holidays, or planned business vacation days. If yes, Please describe planned destination below.

Hours YES NO

Regular business hours. This is used to route calls differently outside of regular hours. If yes please describe the after hours destination below & hours.

Greeting YES NO

An initial recording, usually indicating the business name other needed information before the call begins to ring into the final destinations. Script Below if yes.



Text Messaging (inbound) YES NO

If yes please list the destination (Device #) please ensure the extension assignment form has the email for that device

Fax Enabled Voice Line YES NO

If yes please list the email address destination.

INBOUND MANGEMENT
Please select the style of inbound ring group to use (hunt list or call que)
Reference guide for description.

- HUNT LIST
- CALL QUE
- IVR

For Hunt List or Call Que
Please list destinations: (device #)

Timeout destination:

IVR Diagram
Please layout the IVR menu If you have multiple IVR menus please attached additional

Press #1 _____	Press #6 _____
Press #2 _____	Press #7 _____
Press #3 _____	Press #8 _____
Press #4 _____	Press #9 _____
Press #5 _____	other _____