Phone System Design

This document captures the call flow and behaviour of how your phone system should be.

Contents

Business Hours for the phone system

Outside your operating hours below, your phone system will go into After Hours state automatically and all incoming calls to voice mail, mobile, etc.

Day	Start time	Finish time
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

Primary Outgoing Number

What number should be used for outgoing calls? (number displayed when someone receives your call): _____

Extensions

Please refer to the Extensions table on the following page. For each extension, the following features can be enabled:

- o **Outgoing number:** calls made out use a different number (must be a number you own);
- o **Email notifications** sent when new voice messages or missed calls are received;
- o **Ring mobile** when calls are received on desk phone (can be at the same time, or delayed)
- o Various **call forwarding** options, including:
    1. Forward calls when extension is not registered (phone offline/unreachable)
    2. Forward calls after calls timeout (phone ring for full duration)
    3. Forward all calls unconditionally.

If you would like any of the above features turned on for an extension, please define that below along with each extension name & other details in the table on the following page. If you require any other features, please let us know how we can help.

Please assign users to below extensions. Information entered below is required for voicemail to function correctly.

Ext.	First & Last Name	Email Address	Mobile Number (optional)	Features
401				
402				
403				
404				
405				
406				
407				
408				
409				
410				
411				
412				
413				
414				
415				
416				
417				
418				
419				
420				
421				
422				
423				
424				
425				
If you require any more extensions, please attach to this document.				

Call Flow

When creating a new PBX (phone system) we need to design a call flow, so the phone system knows how to handle incoming calls.

There are two main options to consider here: Auto Attendants or Hunt Groups.

Auto Attendant

When someone calls, they hear a recorded message listing options they can choose. When the caller presses one, two, (up to 9 different options), the call is then sent to a group of extensions or directly to a single extension.

This allows calls to go to the designated group or department.

E.g. Press 1 for Sales, Press 2 for Accounts, etc.

When the call is sent to a group of extensions, all extensions will call until someone picks up. If no one picks up, the call then passes to the next stage in the group, or can simply route to;
- o   An extension
- o   A mailbox
- o   An external number (mobile)
- o   Auto Attendant.

If the call is made after hours, calls can instead be directed to;
- o   An extension
- o   A mailbox
- o   An external number (mobile)
- o   Auto Attendant.
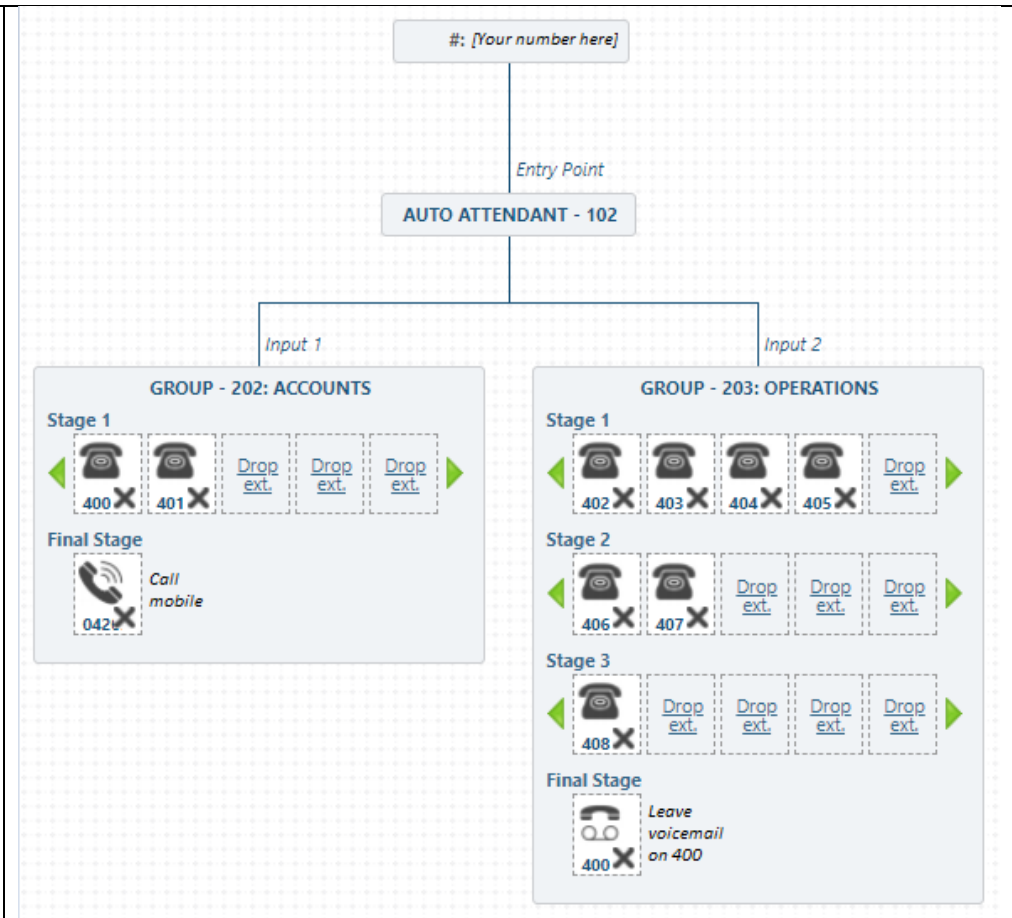
Hunt Group

A Hunt Group allows incoming calls to ring on multiple extensions at the same time.

When a call rings through, it can be picked up and answered from any handset which rings in the group. If no one picks up in the first group (times out), the call is then automatically passed down to the next group, until it reaches the final group:
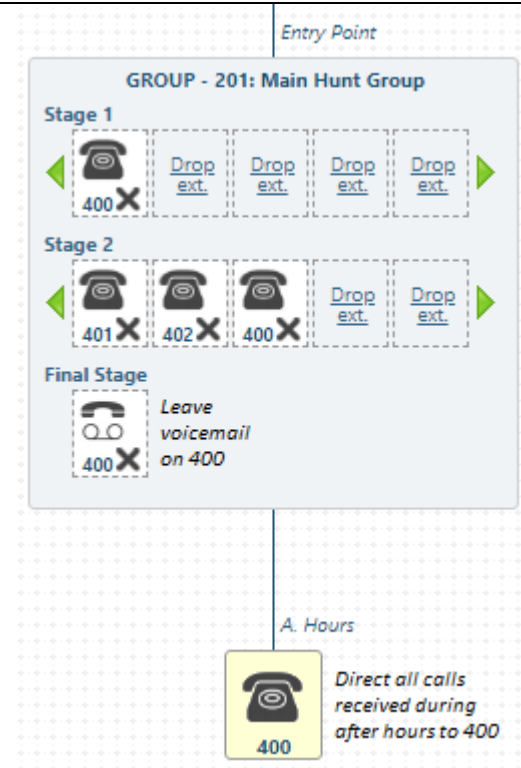
E.g. Stage 1, Stage 2, Stage 3, Final Stage

If no one picks up, the call goes to the **Final Stage** where it finally resolves to;
- o   An extension
- o   A mailbox
- o   An external number (mobile)
- o   Another Hunt Group or Auto Attendant.

If call comes in during after hours, they can immediately be directed to;
- o   An extension
- o   A mailbox
- o   An external number (mobile)
- o   Hunt Group or Auto Attendant.

Entry Point

GROUP - 201: Main Hunt Group

Stage 1

| 400 ✗ | Drop ext. | Drop ext. | Drop ext. | Drop ext. |

Stage 2

| 401 ✗ | 402 ✗ | 400 ✗ | Drop ext. | Drop ext. |

Final Stage

| 400 ✗ | Leave voicemail on 400 |

A. Hours

| 400 | Direct all calls received during after hours to 400 |

Call flow 1:

Name of call flow (i.e.: Main, Operations, etc.):	
Direct Indial Numbers to feed call flow (i.e.: 08 8922 0000):	

Please fill out for EITHER auto attendant or hunt group, depending on what behaviour you want:

FILL OUT THE BELOW IF YOU WOULD LIKE AN AUTO ATTENDANT:

Please refer to example below in blue before starting:

Option	Name of group	Which extensions will ring in Stage 1?	Stage 2	Stage 3
1	ACCOUNTS	400, 401	402, 403, 404, 405	407, 408
2	OPERATIONS	404		

Option	Name of group	Stage 1	Stage 2	Stage 3
1				
2				
3				
4				

Ringing duration: How long would you like each Stage to ring for before moving on (seconds)?

Stage 1:	
Stage 2:	
Stage 3:	

Options & other settings:

Final stage, if no one picks up (choose one):	**After Business Hours, where would you like calls to go?** (Choose one)
o An extension: o A mailbox: o An external number (mobile or other): o Auto Attendant:	o An extension: o A mailbox: o An external number (mobile or other): o Auto Attendant:

FILL OUT THE BELOW IF YOU WOULD LIKE A HUNT GROUP:

Name of Hunt Group: _____

Stages	Extensions Included (Leave blank if you don't want that stage).
1	
2	
3	

Ringing duration: How long would you like each Stage to ring for before moving on (seconds)?

Stage 1:
Stage 2:
Stage 3:

Options & other settings:

Final stage, if no one picks up (choose one):	**After Business Hours, where would you like calls to go?** (Choose one)
o An extension: o A mailbox: o An external number (mobile or other): o Auto Attendant:	o An extension: o A mailbox: o An external number (mobile or other): o Auto Attendant:

Call flow 2

Name of call flow (i.e.: Main, Operations, etc.):	
Direct Indial Numbers to feed call flow (i.e.: 08 8922 0000):	

Please fill out for EITHER auto attendant or hunt group, depending on what behaviour you want:

FILL OUT THE BELOW IF YOU WOULD LIKE AN AUTO ATTENDANT:

Please refer to example below in blue before starting:

Option	Name of group	Which extensions will ring in Stage 1?	Stage 2	Stage 3
1	ACCOUNTS	400, 401	402, 403, 404, 405	407, 408
2	OPERATIONS	404		

Option	Name of group	Stage 1	Stage 2	Stage 3
1				
2				
3				
4				

Ringing duration: How long would you like each Stage to ring for before moving on (seconds)?

Stage 1:	
Stage 2:	
Stage 3:	

Options & other settings:

Final stage, if no one picks up (choose one):	**After Business Hours, where would you like calls to go?** (Choose one)
o An extension:	o An extension:
o A mailbox:	o A mailbox:
o An external number (mobile or other):	o An external number (mobile or other):
o Auto Attendant:	o Auto Attendant:

FILL OUT THE BELOW IF YOU WOULD LIKE A HUNT GROUP:

Name of Hunt Group: _____

Stages	Extensions Included (Leave blank if you don't want that stage).
1	
2	
3	

Ringing duration: How long would you like each Stage to ring for before moving on (seconds)?

Stage 1:	
Stage 2:	
Stage 3:	

Options & other settings:

Final stage, if no one picks up (choose one):	**After Business Hours, where would you like calls to go?** (Choose one)
o An extension: o A mailbox: o An external number (mobile or other): o Auto Attendant:	o An extension: o A mailbox: o An external number (mobile or other): o Auto Attendant:

Other Phone System Options

Call Park Orbit	Paging
A Call Park Orbit allows calls received to be 'parked'. Once parked, the call can be picked up from any handset in the group. The caller will hear On Hold music while the call is parked. This is a default feature that can be turned on, but If you would like more than one of these, please define that here:	Paging is an optional feature not included by default. When calling the Paging extension (usually 120), all phones on the PBX will turn on speaker phone and you can speak to an entire office or building using that function. If you would like this enabled, please confirm that here:
Conference Calling	**Agent Group**
Your company can be given a permanent number used specifically for conference calls. Dial in any 3 users up to an unlimited number. If you would like this feature turned on, please confirm that here:	This feature is in development.
Any other settings you would like defined beyond default:	

Sign Off

Thanks for taking the time to fill out this form. Please sign off below and email through to help@bluereef.tech

Company	
Name	
Signature	
Date	