## Onboarding

Information filled out below will be required for Step 3 to occur. In this document the information gathered will be used to tailor your UCloud server. If you require more information about the field please see an in-depth onboarding document which can found on our website: <https://www.voispeed.co.uk/on-boarding>.

|  |  |  |
| --- | --- | --- |
|  |  |  |
| Start Number | **End number** | **Range** |
| e.g. - 0207xxxxxx0 | 0207xxxxxx9 | 10 |
|  |  |  |
|  |  |  |

1. Please list the numbers that you own.

|  |  |
| --- | --- |
|  |  |
| Time | **Date** |
| e.g.- 9:00 to 17:00 | Mon to Fri |
|  |  |

1. Please fill in the company working hours timetable.

Hint: Right click -> Insert -> Insert Rows below or remove examples if you need to add more information.

1. Please detail the list of users. (Passwords and logins will be provided by us.)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| First Name | **Surname** | **Email Address** | **Phone numbers** | **Extension** | **Mobile Number** | **Role** |
| John | Dough | John.dough@example.com | 02031234567 | 101 | 07712345678 | Admin |
| Jane | Dough | Jane.dough@example.com | 02031234568 | 102 | 07712345679 | User |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

1. Do you require an autoresponder? (e.g. – dial 1 for sales, 2 for account. etc)

|  |  |  |
| --- | --- | --- |
| Number called | Number pressed | Action |
| e.g.- 0207000000X | 1 | Sales |
|  |  |  |
|  |  |  |

1. Please detail how you would like your company voicemail set-up.

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  |  |
| Voicemail Inbox Name | **Voicemail owner 1** | **Voicemail owner 2** | **Notification Email Address** |
| e.g.- Main Voicemail | John Dough | Jane Dough | John.dough@example.com |
|  |  |  |  |
|  |  |  |  |

**Note**: Files should be recorded as a .wav 16-bit mono. It can be sent to us using https://wetransfer.com/ to [support@voispeed.co.uk](mailto:support@voispeed.co.uk).

1. Please detail your hunt groups.

|  |  |  |
| --- | --- | --- |
|  |  |  |
| Inbound Number | **Hunting Group Name** | **Extensions** |
| e.g. - 02031234567 | Main Hunt Group | 101,102 |
| e.g. - 02031234568 | Sales | 102 |
|  |  |  |
|  |  |  |

A hunt group is a set of people (users) that are set up to take incoming calls. We will use this information to configure the routing of an inbound call, to ensure that it reaches the correct set of users.

1. Do you require International calling? If so, please state the destinations below.

Hint: Right click -> Insert -> Insert Rows below or remove examples if you need to add more information.

|  |  |
| --- | --- |
|  |  |
| Country | **Code** |
| e.g. - USA | +1/001 |
| e.g. - France | +33/0033 |
|  |  |

1. Please detail what number each extension should display when calling outbound.

|  |  |
| --- | --- |
|  |  |
| Extension Number | **Outbound presentation number** |
| e.g. - 101 | 02031234567 |
|  |  |
|  |  |

**THIS IS THE END OF THE QUESTIONNAIRE. PLEASE RETURN THIS TO US VIA EMAIL TO SUPPORT@VOISPEED.CO.UK.**