



Existing Systems Information

1. Main Business Hours
2. Main telephone number & associated toll free number
3. Extension List (please complete Krueger-provided extension list)
4. Analog Line Information
 - a. Fax machines & numbers
 - b. Credit card machines (are they IP or over phone line)
 - c. Alarms
 - i. Security
 - ii. Fire
 - iii. Associated phone numbers with them
5. Toll Free Numbers
6. Current call flows
 - a. When calls ring in during the **normal business hours**, what happens?
 - i. Automated Attendant
 - ii. Phones Ring
 1. Which extensions ring
 2. What happens when nobody answers
 - b. When calls ring in **outside business hours**, what happens?
 - i. Automated Attendant
 - ii. Phones Ring
 1. Which extensions ring
 2. What happens when nobody answers
7. Copy of main company greetings (when calls ring into your office and the phones are not answered)
 - a. During normal hours
 - b. Outside of normal hours
 - c. If a message is left in a "general mailbox"
 - i. Who checks it?
 - ii. How do they know it is there?
 - iii. How do they check it?
 - d. Individual users will record their own messages, we are only concerned with the main company greetings
8. Current email service & version
 - a. In house exchange
 - b. Office 365
 - c. Other service



9. What is providing DHCP and DNS for your internal network?
10. Who provides your DNS hosting?
 - a. Mitel voice systems require an SSL cert to cover both collab and awv hostnames
 - b. Wildcard certs are acceptable.
11. Public IP address space
 - a. Please provide current IP address space and availability
 - b. Mitel systems require 2 public IP addresses