



TELNET



CLOUD PBX *IMPLEMENTATION GUIDE*

www.telnetww.com

Sales: 800.794.4800
Support: 800.508.1254

IMPLEMENTATION LIFECYCLE

AVERAGE BUSINESS DAYS



PROVISION

2-4 DAYS

Ship Equipment
Build Users + Services
Record Scripts

INSTALL + TRAIN

1-2 DAYS

Setup Phones
End User Training

PLAN

1-3 DAYS

Alignment
Kick-Off Call
Workbook

PREPARE

1-2 DAYS

Voice Admin Training
Network Test
Review Build

CONCIERGE

30 DAYS

After Install Support
Quick Changes
Fine Tuning

PLAN

Meet your Cloud PBX Project Manager

Every new Cloud PBX deployment is assigned to an experienced and dedicated Project Manager (PM). The PM will be your central hub for all things needed to successfully setup your new TelNet Cloud PBX services. Their only goal is to ensure a successful *(and stress free!)* implementation.

Your PM will be responsible for:

Alignment

Your PM will set expectations and foster a shared understanding among all stakeholders to ensure your new Cloud PBX service is delivered exactly as planned.

Kick-Off

The Kick-Off Call is what sets your deployment in motion. Business critical information is gathered and your implementation timeline is established.

Workbook

The Cloud PBX Workbook is a shared file that captures everything about your deployment. This is the blueprint TelNet will use to build your voice services.

PROVISION



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Build Users + Services

Using the completed Workbook, the PM coordinates with the TelNet implementation team to build your Users (people) and Services (Hunt Groups, Auto Attendants, etc...)

During the Provisioning phase, your Cloud PBX services will be built exactly to your specific needs based on the planning between you and your PM.

Scripts

If you choose to take advantage of TelNet's comprehensive recording studio, we will help set your business apart by providing custom scripting, voicing, and production to fit all of your needs.

Ship Equipment

Your phones and other supplementary equipment will be shipped to the destination of your choosing to ensure a smooth implementation using our secure logistics partners.





PREPARE



The Prepare Phase involves delivering remote training to the System/Voice Administrator, acquainting them with our VoiceView Portal for managing and customizing voice features like Call Forwarding, Voicemail, Scheduling, and Auto Attendant routing. Additionally, we conduct network testing during this phase to preemptively identify and resolve any potential troubleshooting surprises, ensuring a seamless installation experience for the customer.

Voice Admin Training

The PM will coordinate a call between our technical implementation specialists and your Voice Administrator to acclimate them to our VoiceView Portal. The VoiceView Portal allows almost endless customization of your voice services!

Network Testing

During this call, a technical implementation specialist will walk your technical contact (or Voice Admin) through a single User turn up (plugging a phone in, signing into mobile/desktop apps, etc...) to ensure your installation day is stress-free.

Build Review

Your PM and technical implementation specialist will walk you through the voice services that were built based upon your completed Workbook. This is a great way to see your new Cloud PBX services from a birds-eye view.

Quick Changes

See something that's not working how you intended? We can fix it! While working with your PM and technical support specialist, just let us know what needs updating and we're on it - live on the call!



INSTALLATION AND TRAINING



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Setup Phones

On your chosen installation date, a vetted field technician will be dispatched to install all hardwired and wall-mounted phones to your site.

App Login

If you've opted for Unified Communications to take your business anywhere - we will make sure your users can log in to our mobile and desktop applications.

Self-Led Training

If you've opted for self-led training, all remote resources (videos, whitepages, etc...) will be provided so you can learn on demand.

Instructor Training

If you prefer "hands on" training, we will dispatch an experienced Cloud PBX trainer on your install date to teach your end users how to optimize their new phones and services.



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30 DAYS

CONCIERGE

All new Cloud PBX deployments come with a 30-day Concierge service **at no extra cost**. If after your deployment you have questions about our VoiceView Portal, or just need additional honing of your call routing - we're here for you!

Simply give our Concierge desk a call and we'll have a technical implementation specialist ready and available to assist you.

Concierge Hotline: 844.388.7687

