

# Module 1 Lesson 3 IP Office Applications

## the workbook

This workbook has been created to help your engagement, and move you a step closer to get better familiar with the IP Office system.

This workbook is broken-down into the System Design, where you learn to gather the most important elements, it helps you design a new IP Office system solution. It walks you through identifying customer's struggles, and finally create solutions based on each customer's requirements.

- Assess the Customer Operations
- Analyze

### **Assess the Customer Operations**

In this stage you have to meet with your local customer contact, and have them walk you through their business operation to see how they are using their phone system. You need to understand every feature utilized in the old system, in order to help the transition to this new IP Office smoother.

Some of these features can be=

1. Call Park
2. Call Pickup
3. Transfer
4. Paging
5. Ringing options
6. Extension Cover
7. Call Presentation

Now that you have seen all of the features utilized by their old phone system, it is time for you to showcase what the IP Office has to offer. To make the transition easier it is important to mimic all of those features if possible.



## Homework - Assess the Customer Operations

Create a report detailing each telephony function used by the customer based on the following scenario=

Company ABC has a Key-System to help them with the day to day telecom activities in their Sales, Logistics, and Administration departments. They have 43 digital handsets through out the Plant and offices.

The receptionist is responsible for answering most of the calls, she is able to park, and page employees throughout the Office, and Plant by pressing a button, people have the ability to answer the calls by pressing a flashing light.

The warehouse is very loud, and some parts of the warehouse are not able to hear the receptionist overhead page.

The office administrators are getting too many voicemail calls, resulting the business to slowdown and in some cases losing business.

Write your solution

Which phone type best suits this type of customer?

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What features can you give the operator to be able to handle her calls better?

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How can you help the warehouse employees?

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What would you propose to the office administrator?

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## Analyze

In this section Analyze and Develop, you have to review the Sales and Operations teams and see how they use their existing phone system as a whole. Here you are looking for Ring Groups, Coverage Groups, Voicemail Groups, etc.

## Homework - Analyze

Create different types of Hunt Groups in the IP Office system, with voicemail overflows. These groups should be able to be set to ring one phone at a time, another group should be set to ring all members multiple times, dedicating one specific phone to answer the voicemails.

Use the following criteria

1. Sales Group (Parts) with 5 members ringing one at a time. During lunch time calls are ringing to Sales Group Overflow with 3 backup members.
2. The Warehouse phones are ringing at the same time whenever the receptionist transfers a call over.
3. The Receptionist is able to forward her calls to the Warehouse phones every night by pressing a button.

