|  |  |
| --- | --- |
|   | **Client name:** (PLEASE FILL IN HERE)**On-boarding Form** |

## Introduction to Voispeed

At VOIspeed we know the importance of having a trusted business relationship with a supplier and we therefore look after our clients providing a hassle-free service for anything concerning telephone resources in their office. How many times have you contacted a call centre of a major supplier, speaking to a different person each time without having any resolution to your problems despite many extenuating phone calls?

**Clients like working with us because, with no intermediaries, we provide a highly responsive, competent technical support and take responsibility for the entire telephony network.** We provide a personalised service and can offer competitive pricing and a fast response because supply our own proprietary telephone technology**.** Our experience ranges from installing small systems for businesses with 5 to 10 extensions all the way to over 500 extension call centre environments. VOIspeed has a strong presence throughout Europe with over 7,000 business installations and an established reseller network.

Our telephony solutions combine excellent quality with great value. We believe a phone system should be reliable, affordable, feature-rich, simple to use and should offer unified convergence with most technologies commonly available on the market. We provide an all-inclusive pricing without hidden charges or add-ons that are charged extra. **When you buy a VOIspeed system all features are included.** VOIspeed intuitive User Interface substantially improves a company productivity thanks to ease of use and seamless control of phones and mobiles.

## Onboarding Process



**Step 1: We will send you documents to sign**

**Step 2: You must download and fill in the onboarding technical questionnaire**

**Step 3: We will begin configuring your cloud phone system using the questionnaire**

**Step 4: We will deploy the phone system and give you training**

**Step 5: After 1 month we will review together any opportunities for improvement**

## Document Overview

In this document please fill in the tables provided with all the relevant information.

|  |  |  |
| --- | --- | --- |
| For example: |  |  |
| Company name | **Domain name (10 letters)** | **IT company name** |
| VOIspeed | voispeed | N/A |

## Number Transfer

If you already have an existing number you would like to transfer to the VOIspeed platform, please provide detail below.

Once you have provided us the numbers you would like transferred, we will send over a porting mandate to be signed confirming your wish to transfer. We are unable to proceed to porting without this mandate.

We will require an old bill for proof of ownership.

(**Note:** The portingdate will be given to you once it has been accepted by our carriers. The complexity depends on the company who owns the line. Major companies such as BT or Vodafone have a relatively shorter transfer period due to less complexity as opposed to a smaller service provider.)

|  |  |  |
| --- | --- | --- |
|  |  |  |
| Start Number | **End Number** | **Number Range** |
| e.g. - 02031234560 | 02031234569 | 10 |
| e.g. - 02031234568 | - | 1 |
|  |  |  |
|  |  |  |

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

# Help

**Start number:** The existing number you own, that you would like to be transferred onto our platform.

**End number:** The last number within a range that you own.

**Number range:** Specify the amount of numbers in the range.

## Company Details

As part of our onboarding process, we need to gather some information. We will use these details to create your space in the uCloud.

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| --- | --- | --- |
|  |  |  |
| Company name | **Domain name (10 letters)** | **IT company name** |
|  |  |  |

# Help

**Company name:** Registered company name.

**Domain name:**  The first 10 letters will be used the domain name for your company (unchangeable once created) For example: username@DOMAIN.ucloud

(N.B: Not the domain of your website)

**IT Company name:** We can work closely with your IT team to resolve networking issues due to VOIP being on the internet.

## Company Timetable

In this section, please provide your opening hours. This will determine where the call is received during different times of the day. For example: 9:00 to 17:00 is when you should receive calls, if the people are busy then it will go to a day time voicemail otherwise outside of these hours the caller will be taken to an out of hour voicemail.

Hint: Right click -> Insert -> Insert Rows Below if you need to add more time and dates or remove examples.

|  |  |
| --- | --- |
|  |  |
| Time | **Date** |
| e.g.- 9:00 to 17:00 | Mon to Fri |
| 10:00 to 13:00 | Sat |
|  |  |
|  |  |

## User Set Up

We will use this to generate all the required accounts and provide you with a completed list once they are in place on our platform.

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

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

**First Name:** The user's first name

**Surname:** Surname to use in reporting.

**Email Address:** Voispeed system uses this for notifications such as voicemails and change of passwords which will be sent to this address. For anybody who does not have their own direct email address, leave blank and we can add a ‘dummy’ address to log in with.

**Password:** Generally, leave this blank and we will provide it back with some default passwords in place that users can change individually once they have logged in. If you wish to provide your own, the password must conform to the following rules:

- At Least 8 Characters in Length

- Contain Lowercase Letter (a-z)

- Contain Uppercase Letter (A-Z)

- Contain Digits (0-9)

- Contain special characters

**DDI:** Direct number to a user’s extension. If you already have numbers prior to us giving you one, please fill in this field so we know where to direct the number.

**Extension:** Extension number associated to the user.

**Mobile Number:** This will be required if you want to use our mobile application. For more information, please visit: [https://www.voispeed.co.uk/voispeed-app/](https://www.voispeed.co.uk/voispeed-app/?highlight=mobile)

**Role:** Admin or user. Admins can access the admin panel for reporting and can change user settings. Users cannot make any changes to the system.

## Hunting Group Set Up - Part 1

A hunt group is a number of people (or members) 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 users.

Note: For more information, please visit: [https://www.voispeed.co.uk/ucloud-hunt-groups/](https://www.voispeed.co.uk/ucloud-hunt-groups/?highlight=ring%20type)

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

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

# Help

**Inbound Number:** The number you own on our VOIspeed system.

**Hunting Group Name:** Name for a group of extensions possibly relating to internal departments.

**Extensions:** Provide theExt numbers for each member that requires to be in the group.

## Call Recording

Do you require call recordings? YES/NO (Please remove what is not required)

**Note:** GDPR permits recording telephone calls and in-person conversations with the consent of at least one of the parties. ... This is called a "one-party consent" law. Under a one-party consent law, you can record a phone call or conversation so long as you are a party to the conversation

## Hunting Group Set Up - Part 2

In this section, the details provided will determine how the phones in their groups; will ring; length of the ring and end destination such as a company voicemail, an external number or complete cut off.

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| Group name | **Ringing Type** | **Length of Ringing (Seconds)** | **Group busy** | **Group unavailable** |
| e.g. – Main Hunt Group | Simultaneous | 20 | 1 | 7 - Company Voicemail |
| e.g. - Sales | Cyclic | 30 | 5 - Sales | 5 - Sales |
|  |  |  |  |  |

## Help

Hint: Right click -> Insert -> Insert Rows Below if you need to add more group functions.

**Group name:** Name of the hunting group.

**Ringing Type:**

*Simultaneous –* All group members will ring at the same time.

*Progressive –* The phone of the first group member will ring. Then after the slip time has elapsed the second group member’s phone will also ring. After another slip time period the next member of the groups phone will also ring. This will carry on until the all phones in the group are ringing or the call is answered.

*Progressive with shift –* As per progressive but with the first recipient of the call being the next person in the group list. This will move down the list with every subsequent call.

*Cyclical –* Rings the first group member. Then after the slip time has elapsed it will stop ringing and the second group member’s phone will ring. After another slip time period the second groups members phone will stop ringing and the next member of the groups phone will ring. This will carry on in a cycle until the call is answered or the max ring duration expires.

*Cyclical with shift –* As per Cyclical but with the first recipient of the call being the next person in the group list. This will move down the list with every subsequent call.

*Automatic call queuing –* All calls are put in queue and are visible on the UI for the user. Users can then chose which call to pick up

**Length of Ringing (Seconds):** *Rule of thumb* –a ring is equalled to 3 seconds.

**Group busy:** What happens to the call if all available group members are busy.

Options available are to

1. Send the call anyway, (individual users can have either call waiting enabled or automatically reject the call)
2. Join a call queue (the caller will be notified of their position in the queue)
3. Reject (end) the call
4. Divert Call to a User
5. Divert call to another hunt group
6. Divert call to an auto-responder
7. Divert Call to Voicemail
8. Divert call to an external number

**Group unavailable:** What happens if the group is unreachable for any reason. Here only options 3-8 are possible.

## Outbound Presentation Number

We need to configure the system to allow your users to select which of your phone numbers they want the customer to see when they call. This can be as simple as using one single main number for all calls or having different numbers for different departments/brands used within your company. We can provide you numbers or if you already have numbers please state how you would like them to be presented.

**Note:** It is your responsibility to ensure you hold the rights to any numbers you present via the VOIspeed system. You can find further details of the regulations around CLI presentation on [Ofcom’s website.](https://www.ofcom.org.uk/)

Hint: Right click -> Insert -> Insert Rows Below if you need to add more extension numbers or remove examples.

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

# Help

**Extension Number:** This is the user that will be associated with the outbound number.

**Outbound presentation number:** This is the number of the user presented to the called destination.

## International Calling

In this section, we require you to enter then country you would like to call in the assumption that we block all countries unless notified below.

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

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

## 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 |
|  |  |  |  |
|  |  |  |  |

Company voicemail is a feature within the VOIspeed system is a voice message that a caller leaves when the company main line is busy or there is no one available to take the call. This section will provide the information of who has access to the recorded messages.

We can provide a professional recording for your voicemail for the price of £50 or you can record one yourself to send to us.

**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.

Hint: Right click -> Insert -> Insert Rows Below if you need to add more voicemail inboxes or remove examples.

# Help

**Voicemail Inbox Name:** The name of the Voicemail Inbox. Generally called, Out of hours voicemail or Main Voicemail.

**Voicemail Owner:** These are the users who have direct access to the voicemail inboxes using the VOIspeed software.

**Notification Email Address:** These are the email addresses that are notified of a new message. This can be more than 2 email addresses.

## Interactive Voice Response Configuration

An Interactive Voice Response (IVR) is an automated telephony system that interacts with callers, gathers information and routes calls to the appropriate recipients. In this section, we will go through the configuration of your automated voice responder.

**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.

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

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

Help

**Number called**: Your inbound number used for your autoresponder.

**Number pressed**: The number pressed on the dial pad for the appropriate action.

**Action**: Where you want the call to be sent to. Generally, it can be a group, a certain user, voicemail or an external number like a mobile.

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