

Hosted PBX Questionnaire

Account Name and Location	
Site Primary Phone Number	
Street Address	
Street Address 2	
City/State/Zip	
Additional Notes:	

*copy for each physical site

Business Hours Schedule	
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	
Sunday	
Additional Notes:	

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Phone System Menus

Menus are used to play an announcement message to callers allowing them to select custom call routing options. Typically, we set up a “during hours” menu and an “after hours” menu. This way a caller knows when they have reached your business after hours and can hear another set of options.

Example: “Hello and thank you for calling. If you know your party's extension you may dial it at any time. For sales press 1, for service press 2, to use our dial by name directory press 3, to leave a message in our general mailbox press 4. Thank you for calling”

During Hours Menu		After Hours Menu	
Option 0		Option 0	
Option 1		Option 1	
Option 2		Option 2	
Option 3		Option 3	
Option 4		Option 4	
Option 5		Option 5	
Option 6		Option 6	
Option 7		Option 7	
Option 8		Option 8	
Option 9		Option 9	
Option #		Option #	

Additional Notes:

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Ring Groups

Ring groups are used to ring multiple devices simultaneously or in series.

Example: From a Menu calls can route to a group of device like "Sales" or "Support".

Group Name	Users in Group

Additional Notes:

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PBX Programming Requirements