

What steps should be taken to setup a home working telecom system?

If you are starting a business with home working staff or moving desk-based workers in to a remote working environment, here are the steps needed to setup a home-working telecom system.

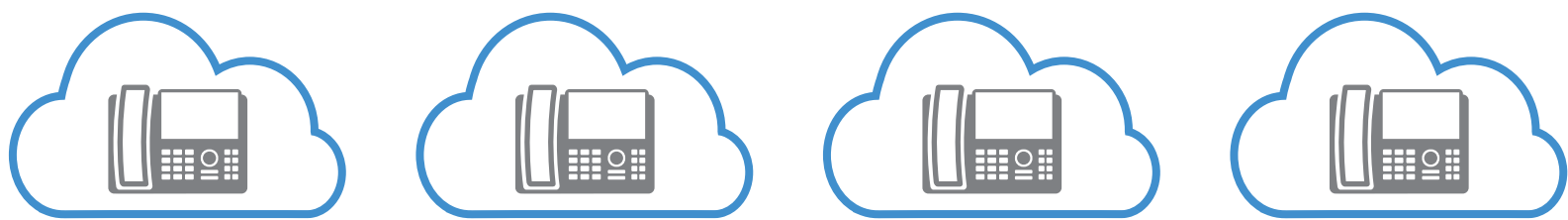
Traditional phone system setup

An incoming call arrives to a business number (geographic 01/02 or non-geographic 08/03) with calls routing to a range of office-based telephones. Calls typically ring at all handsets simultaneously or ring in a set order.



Step 1 - Take handsets/users into the cloud

Handset are configured to the "Cloud" with geographic 01/02 numbers attached. Each user is hosted in a virtual environment, meaning that calls can be made and received on either a PC/ Mac desktop softphone or an Android/iOS mobile application.



Step 2 - Create a 'smart divert' on existing numbers

If you are moving an existing phone system into the cloud for home workers, there is generally a main number that clients/staff already use which must remain active. In order to keep this main number operational, a 'smart divert' can be created by your current line provider. If your service is brand new with no existing phone system, we can create a new number for you with call routing options.

Existing business numbers on 'smart divert' or new business numbers will be configured with a hunt group, which can ring all phones at once or built with an IVR i.e. Press 1 for sales, 2 for accounts, etc.



Step 3 - Deliver incoming calls to home workers

The main business number is then configured to be answered by home workers. Each user make and receive calls through a desktop softphone or mobile application, with the ability to manage calls in the same way they would in the office. Additional functionality is also still possible i.e. Call transfer and Call recording, meaning working remotely is like being in the office.

