

Phone System

Project Manager (Samantha) Spectrum VOIP: 469-954-8999

QCS Marine

Thank you for calling QCS Marine Electronics. If you are trying to reach our Car Audio Division, you can press 7 at anytime. If you know the extension you want to reach, enter it now. For store hours and address Press 1. For the Trolling Motor Service Department press 2. For Sales & Installation Press 3, press 4 for bookkeeping, and if you have need for emergency services press 5.

#1 Store Hours / Address

#2 Trolling Motor Service

#3 Sales & Installation

#4 Bookkeeping

#5 Emergency Services

#7 Car Audio

Extensions:

201: Mark

202: Jake

203: Josh

204: Portable

???: Charlie [Desktop / Cellphone only]

8200 Main Attendant

8201 Store Hours / Address

8203 Sales & Installation

8204 (direct to office @ Quality)

8209 Main Menu

Auto-Attendants

8100 Quality Main Attendant

8101 Quality Address

8102 Quality Hours

8109 Quality Main Menu

8200 QCS Main Attendant

8201 QCS Hours-Address

8209 QCS Main Menu

Call Queues

8000 9th Ave Huntgroup 9th Ave

8001 Navy Huntgroup Navy

8005 Trolling.Service Navy

8010 All Extensions Corp-wide

Park 1 701 Call Park 0 -
Park 2 702 Call Park 0 -
Park 3 703 Call Park 0 -

Inventory-number → User: 8900 → Attendant: 8100: #3 → 8000 (huntgroup)

Open Questions:

As some of the routes will ring multiple extensions;

Based on this type of routing:

a Que Setup for General inbound; unanswered directed to a general voicemail.

a Que Setup for specific routing, (ie: repairs, etc) unanswered should be directed to a specific voicemail.

Best method for this?

Selecting an outbound line to call out using?

Paging All Extensions (by group/location)?

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