

## Phone System

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

Quality Car Stereo #1 Store #2 #3 Sales (Rings: 201, 202, 203, 204, 205 and 206) #7 Marine Division.

## 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? Assigning a universal user voicemail for service dept.

Unasked questions: How to turn-on dial by extension? Is there a method for creating an extension directory, or do I just do it manually by creating an auto attendant?

Open Questions:

Soft Seats cost more? do we have an additional 10 already included in our package?

How to Page All, and change the mic default from muted to On? (Paging All Extensions (by group/location)?)

Pending Universal Service Dept. Voicemail.

Selecting an outbound line to call out using?

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