

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)

Routing Map for Quality Car Stereo

Location: 9th Ave _

Inventory: 850-479-6000

→ U.8900

User: 8900 : U.8900.VM: Enabled

→ AA.8100

Auto-Attendants:

AA.8100 : Quality Main Attendant (aria)

→ #1 : AA.8102

→ #2 : AA.8101 → #9 Return to AA.8109

→ #3 : Q.8000 9th Ave Hunt

→ #7 : Q.8001 Navy Blvd.

AA.8101 : Quality Address (aria)

→ #9 : AA.8109 "Main Menu"

AA.8102 : Quality Hours

→ #9 : AA.8109 "Main Menu"

AA.8109 : Quality Main Menu (aria)

→ #1 : AA.8102 → #9 Return to AA.8109

→ #2 : AA.8101 → #9 Return to AA.8109

→ #3 : Q.8000 9th Ave Hunt

→ #7 : Q.8001 Navy Blvd

Call Queues:

Q.8000 > Ring All / Fwd if No: U.500 9th GVM Box

Q.8001 > Ring All / Fwd if No: U.500 9th GVM Box

Location: 9th Ave _

Inventory: 850-484-4906

→ U.8900

User: 8900 : U.8900.VM: Enabled

→ AA.8100

Auto-Attendants:

AA.8100 : Quality Main Attendant (aria)

→ #1 : AA.8102

→ #2 : AA.8101 → #9 Return to AA.8109

→ #3 : Q.8000 9th Ave Hunt

→ #7 : Q.8001 Navy Blvd.

AA.8101 : Quality Address (aria)

→ #9 : AA.8109 "Main Menu"

AA.8102 : Quality Hours

→ #9 : AA.8109 "Main Menu"

AA.8109 : Quality Main Menu (ashley)

→ #1 : AA.8102 Hours

→ #2 : AA.8101 Address → #9 Return to AA.8109

→ #3 : Q.8000 9th Ave Hunt

→ #7 : Q.8001 Navy Blvd

Call Queues:

Q.8000 > Ring All / Fwd if No: U.500 9th GVM Box

Q.8001 > Ring All / Fwd if No: U.500 9th GVM Box

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?

Why is 850-479-6000 not listed with the other original numbers in Emergency numbers?

using que to route inbound calls roll over from other location so they can announce inbound; any way that can be alerted via the phone prior so we know how to answer the phone?

Open Questions:

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

How to Page All, (Paging All Extensions (by group/location)?

How to Intercom Station-2-Station; change the mic default from muted to On?

Pending Universal Service Dept. Voicemail.

Selecting an outbound line to call out using?

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