



How to choose the right telephone system *a free guide from Datasharp Telecom*

Choosing the right telephone system can be extremely daunting – there are so many things to think about such as price, size of system and whether you are allowing for keeping up with new technologies. Budget is always an influential part of the decision making process but it doesn't have to limit the choice or the capability of the system.

What's important is identifying at the outset what you and your business require from a telephone system now and in the future. Our FREE guide to choosing the right telephone system will help you with some of the decisions you need to make.

How many extensions do you require?

This depends on how many desks or people you have working on site and whether you need to allow for more extensions should there be any plans for future expansion. Take into account meeting rooms etc.

How many of the handsets need LCD displays?

You might feel that some extensions only require a handset for basic use without a display such as in a reception area, kitchen, warehouse etc. This is a good way to reduce some of the associated costs.

Do any phones need to have headsets?

There may be some members of staff that are frequent users of the phone and would benefit from a headset to aid handsfree working in which case a handset with a suitable headset socket will reduce the cost for choosing an appropriate wired headset.

Do you need music on hold or message on hold?

A good opportunity to make use of on-hold time whether you want to add music to keep callers interested in keeping on hold or to play a pre-recorded message telling the caller about all your latest special offers or added benefits that you are able to offer.

Do you need voice mail for call overflow?

Many entry level systems come standard with voicemail these days but it is often limited to a certain number of seats so it is worthwhile considering which extensions do or don't need voicemail to perhaps benefit from making do with the inclusive voicemail seats.

Will you require Call Recording?

A number of companies such as solicitors, sales operations and financial institutions will often have Call Recording in place as part of their quality control measures and also for legal purposes. Call Recording is also an excellent tool for training purposes as you can go back and listen to how calls have been conducted.

Will you be needing some form of CTI (Computer Telephony Integration)?

This is the practice of making calls directly from your PC by linking the phone system with a suitable CRM software package such as Outlook or Goldmine. The user can then click on a telephone number from within the software interface address book to make a call.

Do you require some form of presence manager?

This service is only available with an IP phone system. This allows the user to see who in the office is on the telephone on their computer. If you have multiple sites the user can also view what users are doing at those sites.

Are you moving address?

You will need to factor in BT lead times for either transferring the number to another site as long as it is on the same exchange, or for installing new lines. Having a business number can solve the problem of moving address as it can be assigned to any number. Hosted IP telephony solutions are also useful as the number travels with you wherever you access the system.

What is the number of Lines that you require?

You will need to factor in how many people within your organization will most likely be on the phone at any one time. This will determine how many lines you will need. If you do not have enough lines to cover this then an inbound caller will receive an engaged tone and might decide to not bother calling back and an outbound caller will not be able to access an outside line which can be frustrating should the call be of an urgent nature.

Datasharp Telecom offers a **FREE** no-obligation telephone system assessment and price comparison. If you would like to take advantage of this **FREE SERVICE** please complete the following form and fax it to:

0845 270 0809

Or email to:

daniel@dstelecom.co.uk

For a **FREE, no-obligation telephone system assessment and price comparison** please complete the following form and fax back to: 0845 270 0809 or email to: daniel@dstelecom.co.uk

How many extensions do you require? _____

How many of the handsets need LCD displays? _____

How many will want to use headsets? _____

Do you need music on hold or message on hold? _____

Do you need voice mail for call overflow? _____

Will you require Call Recording? _____

Will you be needing some form of CTI (Computer Telephony Integration)? _____

Do you require some form of presence manager? _____

Are you moving address? _____

What is the number of Lines that you require? _____

Any other comments _____

Name _____

Company _____

Telephone _____ *Fax* _____

Email _____

How would you like us to contact you? Telephone Fax Email

Would you like to sign up to receive notification of special offers and promotions available from time to time with Datasharp Telecom? Yes No