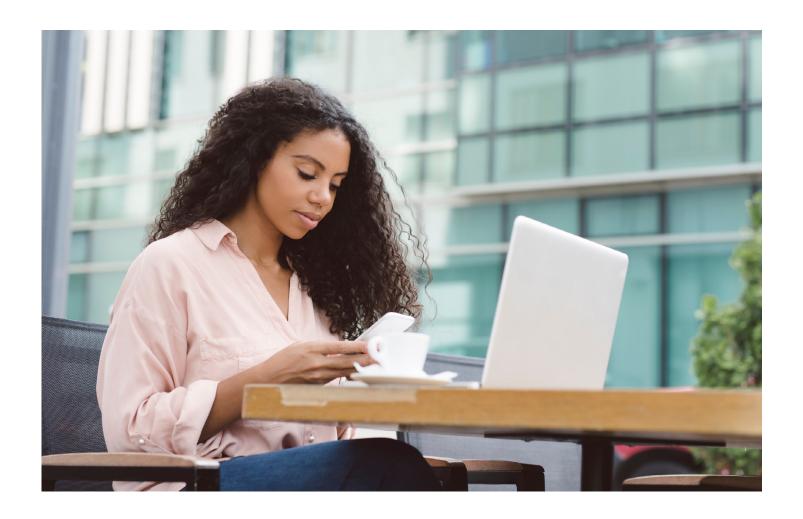# Pre-implementation Guide

Please fill out the following guide, which will ask details about your current phone system/service to successfully migrate over to your new TELUS Business Connect phone system.

TELUS® Business

Question #1. When is your go-live date?

The go-live date is the target date that you want your TELUS Business Connect phone system up and running for your employees.

Your go-live date target is (DD/MM/YYYY)_____at (hour: minutes)_____.

Useful information you may want to share:

Question #2. How many users extensions are required in the TELUS Business Connect Phone System?

"User extensions" each include one telephone number, and are meant for the employees who will be assigned a phone extension. Please gather required details - first and last names, email addresses, phone numbers and intended extension numbers (for example, ext. 801 or 8001 for John Doe). A small business with only one telephone number and one desk phone can label the user extension as "business name".

If you have over 20 seats, there is a bulk upload option available via [this spreadsheet](#). Your Implementation Advisor will be happy to provide guidance during your one-on-one session if you require assistance.

Question #3. Would you like calls to be handled differently outside business hours?

If yes – please complete the table below.

Business Connect can ring desk phones, smartphone apps, PCs, send calls directly to voicemails which can also be emailed to you, or it can forward calls to external numbers (depending on edition). Your Implementation Advisor will guide you through the options and settings.

Day	Business hours (open for business) E.g. 8 a.m.–5 p.m.	After hours (closed for business) E.g. 5:01 p.m.–7:59 a.m.
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		
Other user information you may want to share (e.g. 3rd party answering service hours):		

Question #4. How do you want callers to be greeted and transferred?

This is the first thing your callers will hear when they reach your business. It guides your callers to reach their intended contact. You might have this in place with your old phone system, and we can follow that. If not, prepare your greeting for what you want your customer to hear.

A common call flow might be:

1. Customer calls your business number.

2. TELUS Business Connect will answer and play the announcement (sample greeting below): " Welcome to XYZ Company. If you know the extension number of the person you are calling, please dial it now. Otherwise, please press 0 or stay on the line for operator assistance." A simpler alternative, if there are no extensions to dial: "Welcome to XYZ Company, someone will be with you shortly", then your phone will ring.

3. If the caller dials the direct extension number, the call will be transferred to the intended person/department.

4. If the caller does nothing or presses 0, the system will transfer the call to the extension(s) you pre-configured in the system.

With the example above, please write the greetings/instructions you want your callers to receive.

1 _____
2. _____
3. _____
4. _____
5. _____

Other user information you may want to share:

Question #5. Will this account be used for multiple sites?

Multi-site support can be enabled for TELUS Business Connect Complete and Complete Plus accounts. This enables multi-level IVR mode, localized management, individualized outbound caller ID name and custom call handling per site.

1. How many sites/offices do you have?_____

2. How many users per site? _____
_____

3. Does each site have their own dedicated main number? Fax number? Caller ID name? Call routing? Cost centre? _____

4. Who is the recipient of the SMS and fax messages for each site?_____
_____

Question #6. Moving your current phone numbers to TELUS Business Connect (number transfer or porting)

Number transfer or porting will enable you to keep your existing business numbers on your new TELUS Business Connect phone system. We will also walk you through the number transfer process during our one-on-one session.

To ensure the numbers are ready for transfer:

- Copy of previous bill shows numbers and is ready
- No Internet service associated with numbers
- Active, with no pending order

If you are planning to port numbers (or DIDs) from complex services (Multiline, Centrex, PRI, IP Trunking, etc.), it is important to provide instructions in the comments section during submission in the online portal for **all the members of a group**. The choices are: transfer, retain, cancel, promote to pilot.

Number	Provider	Authorized Contact	Ready for porting?
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

- What is the target date you want your business numbers transferred to TELUS Business Connect?

  _____

Quality of Service (**QoS**)

The voice quality of the TELUS Business Connect service is dependent on the quality of your network. Available bandwidth, WiFi quality, and performance of your devices and internet service directly support the voice quality. More information can be found in our Office Network Guide, and details for IT professionals (including required speeds) can be found in our IT Reference Guide.

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