



Business Phone System Health Check

Is Your Phone System Holding You Back?

Checklist: Tick YES or NO for each

YES/NO

- | | | |
|--|-------------------------------------|--------------------------|
| 1. Do you have a system to track and return missed calls? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 2. Can your team easily handle calls when working remotely? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 3. Can customers get through without hearing an engaged tone? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 4. Can you access voicemails via email for faster response? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 5. Do you have clear call reporting to monitor customer service? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 6. Can you easily add new users or lines as your business grows? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 7. Is your current system protected against network outages? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 8. Do you get fast, local support when issues arise? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 9. Do you know exactly what you're paying for (no hidden fees)? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 10. Is your phone system ready for the ISDN/PSTN switch-off? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Scoring: How many 'Yes' did you get?

0-4

Your phone system may be costing you customers and money.

5-7

There's room to improve efficiency and save costs.

8-10

Your phone system is working well for your business.

Integrated Business Telecom

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