

Business phone system checklist

Moving to a cloud phone system or renewing the one you have? These answers cover what a new system has to handle on day one.

01 About how many people use a business phone line, and at how many locations?

Include conference rooms and shared phones if you know them.

02 What do you use today?

Traditional phone lines, a phone system in a closet, or a cloud service such as Teams, RingCentral, Zoom Phone or 8x8.

03 Do you still have analog lines for fax, alarms, elevators, door buzzers or a fire panel?

These are often missed and can be costly to replace.

04 Do people need to take calls on a mobile phone or computer away from the office?

Yes, some or no.

05 How do callers reach the right person?

A main number with a menu, a receptionist, hunt groups or direct lines.

06 When does your phone contract renew, and what would you most like to change?

Cost, reliability, features or support.

Rough answers are fine, and "not sure" is a useful answer. Please don't send account numbers, passwords or full bills; if we need to look at a contract, we'll arrange a safe way to share it.