Pre-implementation workbook

Please fill out the following guide, which will ask details about your current phone system/service, for successfully migrating over to your new AT&T Office@Hand phone system.

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

The go-live date is the target date that you want your AT&T Office@Hand 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 are we going to migrate to AT&T Office@Hand?

"Users" are the employees who will be assigned a phone extension. We will need their first and last name, email address, phone number, and intended extension number(s). Normally, extensions are 3 or 4 digits (for example, Ext. 801 or 8001 for John Doe).

Your implementation advisor will then guide you through this spreadsheet.

Other user information you may want to share:

Question #3. Business hours: What time do you expect clients to call in?

Your operating hours need to be identified so we can input this in the AT&T Office@Hand phone system. You can choose different greetings and forwarding rules inside and outside business hours.

Business hours information

Day	Business hours (open for business) Ex. 8 a.m.–5 p.m.	After hours (closed for business) Ex. 5:01 p.m.–7:59 a.m.
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

Other user information you may want to share:

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. *AT&T Office@Hand 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."

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. Do you wish to have multiple sites?

Multi-site support can be enabled by AT&T Office@Hand Premium and Enterprise accounts. This requires multi-level IVR mode, localized management, individualized outbound caller ID name, and custom 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 center? _____

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

Question #6. Moving your current phone numbers to AT&T Office@Hand (number transfer or porting)

Number transfer or porting will enable you to keep your existing business numbers on your new AT&T Office@Hand phone system. We will also walk you through the number transfer process during our one-on-one session.

Information required for transferring numbers:

What business phone numbers do you want to move to your new AT&T Office@Hand platform?
The business phone numbers can be a mix of your main office, fax, and direct numbers that go to extensions, etc.
List them all below:

Number	Description (main office number, fax number, direct number)
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

- Who is your current phone provider? _____

- Who is your company's authorized representative on your current phone service (whose contact info is on the bill)? _____

- What is the target date you want your business numbers transferred to RingCentral?

The voice quality of the AT&T Office@Hand service is dependent on the quality of your network. Available bandwidth, quality, and reliability of your local area network and internet service directly affect the voice quality of this service. To experience reliable, high-quality voice calls, please ensure that there is available network bandwidth of at least 100 Kbps download and 100 Kbps upload for each phone, or twice that if you prefer to use our HD quality CODEC.