

Checklist

Section 1 – Understanding your telephone system

The basics

YES / NO

1. Does your system have the capability to offer call transfers?
2. Does your system allow you to put callers on hold?
 - (a) If Yes, can you record information about the practice?
3. Does your system offer call waiting?
4. Does your system have the capability to store numbers in an internal phone directory?
5. Does your system offer voicemail answering machine?
 - (a) If Yes, can you record your own generic outgoing message as a practice?
 - (b) If Yes, can you record your own individual messages on separate extensions?
6. Can you purchase an add-on answering machine if your system does not offer this as an internal feature?
7. Does your system have the capability to provide an IVR (interactive voice response) as an add-on module or do you already have IVR?
8. Does your system have the capability to offer a variety of numbers/extensions that external callers can call directly (direct dialling inwards)?
9. Can you purchase Headsets (wired or wireless) for your current system?
10. Does your practice have a switchboard phone or master phone to transfer calls to others in the practice?
11. Do you have a current maintenance contract?
12. Have you considered adding an additional line to your telephone system?
 - (a) If Yes, then have you got enough members of staff to man the additional line(s)?

If you have answered NO to most of these, then you may need to consider investing in a new telephone system.

More advanced features

You may not need to answer the following to understand your current telephone system but answers to these questions could help you if you are looking at future innovative solutions.

13. Does your current system have the facility to offer caller line ID?
14. Does your current system have the capability to integrate data and voice?
15. Do you have several locations that will be using the same phone system?
16. Does your system have the capability to use Voice over IP as an overflow option?

(Please note: This means that your phone system can allow calls to come through via broadband at peak times when all telephone lines are being used – this will avoid engaged tones.)