

Virtual Office Telecommunications Set Up Form

Please print this form and complete the below details.

Company Name: _____

Please list contact details for all personnel

Name:	Contact Details	To be given out
	Extension:	Yes/No
	Phone:	Yes/No
Title/Position	Mobile:	Yes/No
	Fax:	Yes/No
	Email:	Yes/No

Name:	Contact Details	To be given out
	Extension:	Yes/No
	Phone:	Yes/No
Title/Position	Mobile:	Yes/No
	Fax:	Yes/No
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	Phone:	Yes/No
Title/Position	Mobile:	Yes/No
	Fax:	Yes/No
	Email:	Yes/No

Call Management

1) I would like reception to answer my calls saying:

- Good Morning/Afternoon, (company name), this is (receptionist name).
- Other(please specify)

2) During business hours, I would like my phone calls to:

- Be answered by reception, screened and transferred to _____
- Be answered by reception, a message taken & I will return the call. (Question 3 not applicable)

3) If I am unavailable to take a call I would like reception to:

- Email a message
- SMS a message
- Ask caller to leave a voicemail message
- Other _____

4) After business hours I would like my phone calls to:

- Go through to my voicemail
- Go through to my mobile
- Other _____

Your Business Details

Please write a brief description on your business to assist us with your phone calls.

Voicemail

1) Voicemail

- I would like reception to set up my voicemail mailbox and record the following message:
 - Thank you for calling (company name). We are unavailable to take your call at the moment but please leave a message after the tone and we will return your call as soon as possible.
 - Other (please specify)

- I would like to set up my own voicemail mailbox and record my own message (please see reception for voicemail setup instructions)

2) Checking Voicemail Messages

- I would like to check my own voicemail messages.
- I would like the receptionist to check my voicemail every morning and email/sms messages to me.

Fax Management

1) Faxes

I would like my incoming faxes to be:

- Forwarded to this fax number upon arrival _____
- Mailed to the following address:

- Collected by myself or another staff member
- Please notify me that I have received a fax via:
 - email
 - sms

Mail Management

2) Mail

- I require my mail to be redirected to: (please specify if different from above)

- I will collect my mail from reception:

- daily
- weekly
- other _____

- Please notify me that I have received mail via:

- email
- sms

Once complete, please return form via email to
Rachel Jackson, Office Manager
Email : rjackson@officesfirst.com.au