



SUPPORT

HELP

DIRECTION

ASSISTANCE

INFORMATION

Design - Installation - Support Overview

Designed to personally support YOUR requirements

LPS

Design, Installation, and Support Workflow

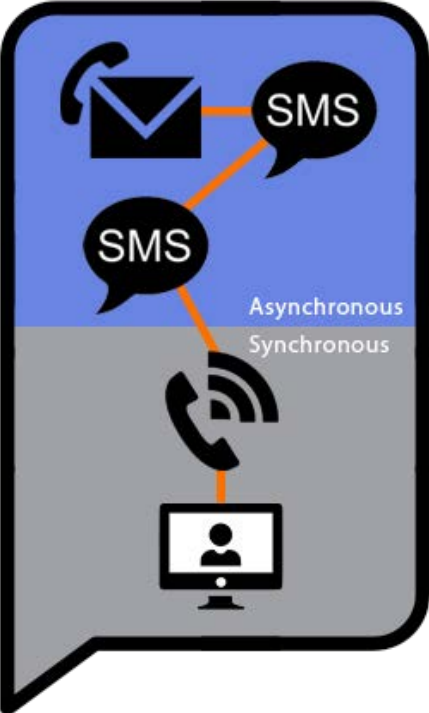
1: We conduct an on site survey, analyze and determine calling patterns (inbound and outbound) and design call coverage scenarios along with corresponding telephone sets, client software, and mobile apps. This also includes workflow integration with applications such as (Salesforce, Outlook, G-Suite, Cloze, iOS Callkit, etc.). The result is highly customized and unique to your business, designed to minimize operational problems, increase productivity, and drive ROI..

2: Presentation and subsequent acceptance of proposal/quote.

3: As your authorized agent, we initiate the transfer of your business number from your current provider. This process takes up to ten days to complete.

4: We program the back-end systems, install all components, provide training, and upon transfer of the business numbers, work closely with your organization to facilitate end-user use and overall acceptance.

5: And lastly, we continuously monitor system performance and end-user operation to ensure that you receive a consistent return on your investment (ROI). We'll even advise if you have too much network capacity to ensure that you aren't paying for more than you should.



System Design and Installation Checklist

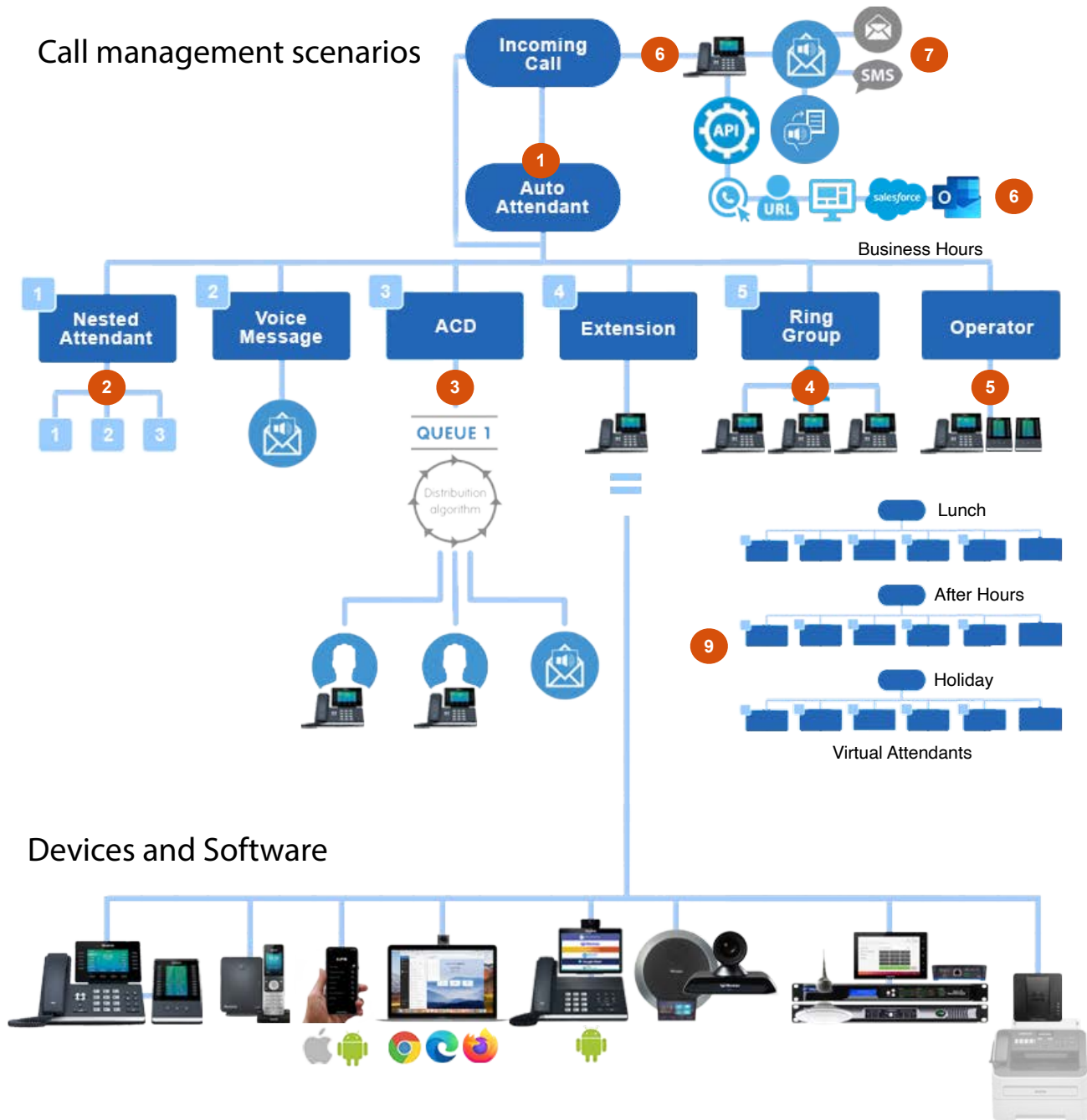
- 1 Interview, site survey, and assessment of physical cable plant
- 2 Workflow and business application review and analysis
- 3 Call flow analysis
- 4 Call flow and system design
- 5 Device selection for voice, video, chat, and info sharing
- 6 Facility design and fabrication requirements
- 7 Development and presentation of system quote
- 8 Customer acceptance and signed service activation

DESIGN

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- 9 Processing of Customer Letter of Agency
 - 10 Delivery of project plan with call handling worksheets
 - 11 Station feature layout and programming
 - 12 System set up and testing in LPS labs
 - 13 On site equipment installation
 - 14 Application integration
 - 15 Initial system training
 - 16 Phone and fax line cut-over
 - 17 System cut-over
 - 18 Additional training
 - 19 Ongoing system review and assessment

INSTALLATION

Call Handling Options



Applications



Call Handling Design Workflow

- 1 Configuration of call coverage scenario with **Auto Attendant** set-up.
- 2 Configuration of specialized call coverage scenarios with **Nested Auto Attendants** set-up..
- 3 Configuration and set-up of **ACD Queues** and **Agents**.
- 4 Configuration and set-up of **Ring Groups**.
- 5 **Attendant/Receptionist** configuration and set-up.
- 6 **Individual Station Sets** configuration and set-up
 - Configuration and set-up of **Desktop Sets**.
 - Configuration and set-up of **UC Clients** and **Mobile Devices App**.
 - Configuration of **Integrated Devices** and set-up of installation parameters
 - Configuration of devices with integrated workflows via **APIs** (Application Program Interfaces).
 - Configuration and setup of **Specialty Devices** with UC Client software.
- 7 Configuration of **Voice Mail**.
- 8 Configuration of **Voice Mail** to **Email** or **Text**.
- 9 Configuration and set-up of **Virtual Attendants**.



Procedure for Reporting a Problem to LPS

Place a call to **1-800-856-9610** extension **105**.

Service professionals are available from **8AM** until **5PM EST Monday thru Friday**.

If available, a service professional will answer your call. If the call is routed to voice mail, please leave a voice message when prompted to do so.

A service professional will return the call as soon as he/she is available.

Once connected with the service professional, an incident number and problem description will be logged, and he/she will provide a proactive and personalized response until your incident has been resolved.

Alternately, you can also email customerservice@lpsassociates.com to report a problem. A service professional will follow up and contact you by phone or email to initiate the problem resolution process.

We welcome the opportunity to work with you and demonstrate how efficiently and cost-effectively your organization can run by incorporating high definition audio, video, and unified communications in your work flow, provided by LPS Associates.



LPS Associates, LLC
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