Telephony Engineer Assistance Request Sheet

Customer Name	
Customer Contact Information	
InsideSales Initial Contact	

IS Contact Role	Imp	SE	Momentum	AE	CSM	PM

All agents have a DID	Yes No	**All DIDs are in same region as agents**		Yes No

List of Regions and Countries	

PBX Information (fill all that apply)	On-premise Hosted Remote

Brand		**Carrier**	**Years Using this PBX**	

Softphones	Deskphones	Handsets	Wired Headsets	Wireless Headsets

Total PBX Users		**Total InsideSales Users**	

Inbound Routing (fill all that apply)	VoIP Analog/Traditional TCM (Digital)

Number of PRIs		**Number of SIP Channels**		**Number of Lines**	

Dedicated VoIP circuit	Yes No	**VoIP Bandwidth**	

Exceptions (i.e., remote users)	

VoIP Codec		**CODEC for Both Internal/External Calls**	Yes No

Outbound %	**Inbound %**	**800 Number**	Call Fwd	Responsible Org

Days Calling		**Any Inbound Calls from 3rd Party**	Yes No

Times Calling		**Regions Calling**	

Attached a copy of the current network diagram