

Matrix Networks UC Evaluation Checklist

Questions you need answers to before even thinking of speaking with a vendor about UC or UCaaS.



<i>Current System</i>	
Is your current system On-Premise or Cloud based?	
Do you have strong feelings about how you would like to deploy your new system? If so, why?	
Total Number of Users?	
How many users will need full UC functionality? <ul style="list-style-type: none"> ○ UC = voicemail, chat, presence, conference calling, etc. 	
How many common area/lobby phones?	
How many Conference Rooms need phones? <ul style="list-style-type: none"> ○ Do conference rooms need conference room phones with advanced speakerphone capabilities? 	
How many Operator/Receptionists?	
Does one person or a dedicated team triage incoming calls?	
Do you use an Auto Attendant?	
Do you want to integrate your CRM or ERP System?	
Do you have any analog devices running through your phone system?	
If so: How many modems, fax machines, analog phones, conference room phones, paging systems, etc.	

<i>If you are Considering On-premises</i>	
How many PRI/T1? Copper/analog lines? SIP trunks would you need?	
Do you plan on making any changes?	
Are you currently under contract? If so, when does it expire?	
What type of virtual environment are you running and what resources could you make available for a communications platform?	
<i>If you are considering Cloud</i>	