**Step 1: User Plan Requirements**

1. **What type of PBX requirements does your business have?**
a. Basic (e.g., standard team calling) **CCMTC1**
* If Basic, how many users do you have? \_\_\_\_\_\_\_\_\_\_

b. Advanced (e.g., advanced PBX integration) **CCMTC2**

* If Advanced, how many users do you have? \_\_\_\_\_\_\_\_\_\_

**Step 2: Calling Plan**

1. **What is the expected volume of calls your team will handle?**
a. Average number of minutes per user per month: \_\_\_\_\_\_\_\_\_\_

**CCM250** (for 250 minutes or below)

**CCM1000** (for 1000 minutes or below)
b. Number of users: \_\_\_\_\_\_\_\_\_\_

**Step 3: International Calling**

1. **Will your team need to make international calls?**
a. Yes (select **CCMI250** if required)
b. No
2. **Does your customer need to call any other country** *(Apart from New Zealand Landline only, USA, Canada, UK, Singapore, Germany, Brazil - landline only, Greece - Landline only, Italy - Landline only, Malaysia)*
a. Yes
b. No

**Step 4: Number Porting**

1. **Do you have existing phone numbers to port into the system?**
a. Yes

i. How many numbers do you want to port?

* 1: **CCMP3**
* 1–5: **CCMP4**
* 6–100: **CCMP5**
* 101+: **CCMP6**

b. No

 **Step 5: Additional Phone Numbers**

1. **Would you like to add new phone numbers to the system, including in-dials?**
a. Yes, how many? \_\_\_\_\_\_\_\_\_\_
b. No

**Step 6: 1300/1800 Numbers**

1. **Do you have existing 1300 numbers to include in the system?**
a. Yes: **CCMP2**
* What numbers do you have, and how many? (List the numbers) \_\_\_\_\_\_\_\_\_\_

b. No

1. **If no, would you like to add a new 1300 number?**
a. Yes: **CCMP1**
* How many? \_\_\_\_\_\_\_\_\_\_

b. No

1. **Do you have existing 1800 numbers to include in the system?**
a. Yes: **CCMP2**
* What numbers do you have, and how many? (List the numbers) \_\_\_\_\_\_\_\_\_\_
b. No
1. **If no, would you like to add a new 1800 number?**
a. Yes: **CCMP1**
* How many? \_\_\_\_\_\_\_\_\_\_

b. No

**Step 7: Engineering Resources**

1. **Do you want to configure MS Teams or use Cytrack?** (Service Fee Applicable)
a. Yes
b. No
2. **Do you need to set up Teams Queue Groups?** (Service Fee Applicable)
a. Yes
* If Yes, please supply a flowchart.

b. No