

Step 1

Choose one user plan based on the customer's PBX requirements.



Step 2

Choose one calling plan based on the customer's expected call volumes.



Step 3

Will the customer be making international calls?



Step 4

Does the customer have an existing number they would like to port?



Step 5

Would the customer like to add a new phone number or numbers to the system?



Step 6

Does the customer have an existing 1300/1800 Number?



Step 7

Would the customer like a new 1300/1800 Number?



Step 8

Add the base engineering resources to assist with setting up Cytrack Calling for Teams.



Choose one option:

CCMTC1 - Cytrack Calling for Teams.

or

CCMTC2 - Cytrack Calling for Teams- Advanced with CCM PBX user.

Choose one option:

CCM250 - Essential Connect Call Plan.

or

CCM1000 - Advanced Connect Call Plan.

Add if required

CCMI250 - International Select Calling Plan.

Add if required:

CCMNR - Australian Geographical number (new or ported in). + Qty

And one from the following options:

CCMP3 - CAT A (Simple) Port

or

CCMP4 - CAT C (Complex) Port : 1 -5 Numbers

or

CCMP5 - CAT C (Complex) Port : 6 -100 Numbers

or

CCMP6 - CAT C (Complex) Port : 101+ Numbers

Add if required:

CCMNR - Australian Geographical number (new or ported in). + Qty

Add if required:

CCMT500 - 1300/1800 Inbound Call Plan + Qty

and

CCMP2 - 1300/1800 Port + Qty

Add if required:

CCMT500 - 1300/1800 Inbound Call Plan + Qty

or

CCMP1 - 1300/1800 New Number + Qty

Always include the below two items

CCMTS - Cytrack Calling for Microsoft Teams activation

and

CYMKTSC1 - Cytrack Service Credits - one-time