Appendix 2-C: Voice of the Client Survey

Please identify all phone features that are critical to how you conduct your business. This list of features in no way represents all the available phone features; however, it is important that you distinguish the following phone features as "must have" versus "nice to have" so that we can prioritize your user requirements for the new phone system. This appendix is also available at http://www.ciscopress.com/1587200880.

Feature	Must Have	Nice to Have	Optional
Answer/answer release			
Application sharing			
Attendant console			
Audio volume adjust			
Automated phone installation configuration			
Automatic phone moves			
Call detail records			
Call forwarding (off-premise)			
Call forwarding (ring or no answer)			
Call forwarding (self-directed)			
Call hold/release			
Call park/pickup			
Call transfer			
Call waiting			
Calling line ID line and name			
Chat			
Conference (unicast)			
Conference (multicast)			
Add-on conference			

continues

Feature	Must Have	Nice to Have	Optional
Company directory access via phone			
Intercom hands-free			
Hands-free answerback on intercom			
Hands-free dialing			
Speed dialing			
Overhead paging			
Speaker phone paging			
Distinctive ringing (internal versus external call)			
Do not disturb			
Place call on hold			
Distinctive station ringing pitch			
Last number redial			
Multiple calls per line appearance			
Multiple line appearances			
Multiple ring tone options			
Message waiting indicator			
Music on hold			
Mute functionality			
Night service			
Number portability			
Privacy (prevent barge in on bridged extension)			
Barge in (allow barge in on bridged extension)			
Special personal privacy lines			
Ringer pitch adjust			

Feature	Must Have	Nice to Have	Optional
Ringer volume adjust			
Shared extensions on multiple phones			
Single button collaborative computing/virtual meetings			
Speakerphone mute			
Speed dial (auto-dial)			
Saved number redial			
Station volume control			
Prerecorded messages			
Remote access to phone features			
Tone on hold			
Video			
Visual message displays (all digital telephones) (name, extension, and so on)			
Web administration			
Web documentation			
Web-based speed dial (auto-dial) directory			
Web-based access from phone			
Whiteboard			
Other: (write your answer in)			