
How effective is your current phone system?

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To evaluate your current business communication, use this scorecard to determine if you are getting what you need out of your business phone system.



ENABLES WORKING FROM ANYWHERE

In today's remote-heavy work world, many teams operate with a hybrid or fully remote structure. Your staff should be able to make and take business calls from anywhere they have internet access rather than being tied to a desk phone or an office building.

2

APP-DRIVEN CONVENIENCE

All business communication can be done in-app—answering or making calls, sending and receiving text messages, checking voicemails, etc. It keeps you from having to supply additional business phones to staff members and allows you to track all business communication activity.



ADVANCED CALL FLOW MANAGEMENT

Your call flow is the glue that binds all your numbers, customers, reporting, and features together. Things like Call Queues, IVRs, ring groups, and Geographical Routing are core features of an efficient phone system, and managing these elements of your call flows shouldn't be complicated or require programming and IT Resources.

4

NUMBER MANAGEMENT ABILITY

Putting in orders with telcos and waiting weeks for installation when you hire a new staff member or add a new user to your phone system is a thing of the past. To optimize your phone system efficiency, it's imperative to be able to conveniently manage all your numbers in one centralized place giving you the ability to remove or add numbers whenever you need to.



WORK ACROSS EVERY DATA NETWORK

To operate a growing business, you need a phone system that can operate anywhere over any data network—whether that's t3G, 4G, 5G, Wifi, NBN, Fibre Satellite. No more relying on landlines or clunky physical hardware for business communication – data should be all that your phone system needs to operate.

5

6

WORK FROM OVERSEAS



Even if you have staff members that travel overseas, their phone plans shouldn't limit their ability to make business phone calls. Your phone system should allow your staff to access their business phone and make and take calls from anywhere in the world they have internet.

7

DEVICE AGNOSTIC



Whether your team is on their desktop, their mobile, or tablet, they should be able to access their business telephone. An efficient phone system is compatible with all these devices so that your staff can answer calls wherever is most convenient for them.

8

REPORTING ABILITY



Your phone system should offer reporting that gives you a more comprehensive view of your business with powerful insights about caller and staff activity. You should have easy access to all call activity and data so that you can understand call flow behavior, agent availability, and view every call made and taken across your entire business phone system.

9

RECORDING CAPABILITIES



The ability to use call recording across your entire business network allows you to enhance marketing, sales, and training efforts. You can use call recordings to understand key product selling points or customer concerns by listening to recordings of sales calls.

10

EASY USER MANAGEMENT



Your phone system should let you manage staff within your telecommunications network with ease. Allocating numbers to individuals, managing recordings, and adding people to call queues and ring groups shouldn't be difficult or require IT resources. If you have to wait days for user or feature updates, your phone system is inhibiting your team operations.

How effective is your current phone system?

Score: ___ / 10

If you've found that your system is lacking in a number of these critical areas,

Visit our website to learn more about Jet Interactive's business phone system plans starting at just \$4 per user per month.

Our cloud-based system can support your small or large business needs and help to streamline your business communication and improve your customer service.

Jet Interactive is an Australian Cloud telephone network provider that offers a more flexible, more intelligent, and extremely easy-to-use system. It was established in Sydney in 2006, and now with offices in every mainland state.

It has grown to become the telephone provider of choice for businesses large and small including Westpac, ANZ Foxtel, and Google.



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