

Exhibit 2
Questionnaire for Phone System Requirements

	A	B	C	D
2	Category	Questions	Response	Notes
3	Area Name	Name of your area		Your area's exact name.
4	Location	Your area's physical locations		This is for setup of site to be compliant with 911 call requirement. Please include street address and floor(s).
5	Business hours	if your area has different business hours from the organization's standard hours, please specify		Specify for each day of the week your operating hours.
6	Phone Directory	Is your area's phone directory up-to-date? Update the directory if needed and provide the new directory.		Provide existing extension number and DID# for each person and group that exists in your area. Existing directory available at
7	DID numbers assignment	Do you want your staff-members have their own 10 digit DID # assigned?		a user who doesn't have a DID# can still make out-going call. The group number or our organization's default # will appear as Caller ID in the recipient's phone
8		If only selected staffers need DID#, please provide the list of their names.		
9		Do you want specified users to have Unified Communications as a Service features such as video conference, SMS & Chat features enabled?		Video conferencing is a service such as Webex and Zoom Meetings. SMS is commonly known as texting. Chat is a type of instant messaging.
10		Do you want users own DID # to appear as caller ID in recipient's phone or our organization's main number or your department call queue number?		May be implemented selectively, i.e. salesperson may want his/her direct DID # to show.
11	Call Queues	For each of your area's, call queues also known as group lines please provide:		Call Queues route incoming calls for the call queue to members of the call queue.
12		Call Queue name, extension and 10 digit DID # (if any)		
13		Call Queue members including name and extension		
14		Do you prefer all incoming calls go to organization level Call Center and be routed to your call queue internally?		
15	Interactive Voice Response (IVR)	Does your area have an Interactive Voice Response (IVR) system?		IVR allows callers to select routing options using their dial pad. Examples of options include routing to user, call queue, external phone number, voice mail and auto receptionist, i.e. sales press 1, billing press 2, and human resources press 3.
16	Auto-Receptionist	Do you want to have auto-receptionist setup for your area's call line?		Does main Auto-Receptionist answer calls to our main organization numbers 212-xxx-xxxx or toll free 800-xxx-xxxx? Auto-Receptionist can be used by areas and branches to provide similar options. Use this automated answering service to welcome callers with a custom organization, area or branch greeting and provide options such as hours, locations, connect to sales, service, HR or connect to call center.
17		If you do, please provide details:		provide script of the greeting and list of options.
18		Do you want the greeting in English and some other language as well?		
19				
20	Phone recording	Do you want all calls to certain phone lines recorded?		What are the notifications required by your state(s)?

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21	Phone monitoring	Do you want all calls to certain phone lines capable of being monitored?		What are the notifications required by your state(s)?
22	Desk Phones	Are desk phones required?		
23	Desk Top Clients	Are desk top clients required?		
24	Mobile Clients	Are mobile clients required?		
25	Speaker Phones	Are speaker phones required?		
26	Other Requirements	List any specialized requirements		