

General information

(Complete and return to team@invade.net or Fax to +442086925493)

Company:

Address:

Contacts:

Name	Title	Email	Phone Number

Physical infrastructure

Does the company infrastructure span multiple physical sites?

YES

NO

If yes briefly describe the number of sites and interconnectivity of Trunk/LAN infrastructure (a more detailed schematic will be required during planning stages) or supply Network diagram as an attachment:

Current Telephony environment

Specify the type of PBX involved in the environment:

Site	Vendor	Model
<i>EG:HQ</i>	<i>Avaya</i>	<i>INDeX</i>

Is this shared with other offices in your building?

YES NO

Is this shared with non dialler office staff?

YES NO

If yes what is the approximate volume of call traffic or number of telephony channels required for non CATI applications:

Is the PBX VoIP enabled? If so – are you using VoIP to desktop? Specify type and protocol:

YES NO

Specify the types and quantities of digital trunks currently installed for each Site/PBX:

Site				<i>EG: HQ</i>
Trunk Type & No. (E1/T1)				<i>3 E1</i>
VARIANT (ISDN/CAS/QSIG/etc.)				<i>Euro ISDN</i>
CAS Variant Note: CAS Trunks only				<i>N/A</i>
Termination (RJ45/BNC)				<i>RJ45</i>
Digital Extensions				<i>50</i>
Analog Extensions				<i>58</i>
IP Phones & protocol used				<i>None</i>
Soft Phones & Protocol				<i>None</i>

PC /Server Infrastructure

Do you run a Windows Domain environment?

YES

NO

What version?

Does the company run a thin client-server computing environment?

YES

NO

If YES - please define OS, Client and Server technologies deployed (Windows Terminal Services/Citrix/Telnet):

Please provide specification details of typical Interview PC and a Supervisor PC:

Interviewer Workstation	Supervisor PC

Office /Database /MIS technologies and Archival /Backup/Other relevant policies? Provide list of other technologies in use and other policies and procedures that may be relevant.