

Switchvox VOIP Implementation Kickoff Meeting

To:

From:

Date:

Re: Switchvox VOIP Implementation Kickoff Meeting

- 1. Introductions - Introduce Project Team Members and Roles**
2. Review Customer Business Needs and Objectives
3. Review the Project Roles, Escalations, and Communications
4. Review Purchased Hardware and Software lists
5. Review Statement of Work
- 6. Review Network Assessment Customer**
7. Review Support Transition Process
8. Configuration and Base Call Flow discussion
 - a. Sign off VOIP Disclaimer Form
 - b. Provide Site Prep Checklist
 - c. Provide and review Switchvox User worksheet
 - d. Provide and review Pre-Installation Checklist
 - e. Provide and review DRAFT Project Plan
 - f. Review Customers hardware ETAs and telco timeline
 - g. Review training plan for Trainers/End Users