



Remote Workers/ Work from Home Guidance

In order to help our customers ensure the continuity of operations for your businesses while migrating to a dispersed remote workforce, VoxNet is offering the following information and guidance that will help you prepare your business's ability to stay connected to each other and to your customers.

Adjusting Business Schedules

Time Frames - During this time you may wish to alter the business hours or even how calls are routed during business hours. Typically, each published phone number is set to ring into a Time Frame. This Time Frame controls the business hours and where calls are routed both during and after business hours. Calls are routed during and after business hours to either a Ring Group (group of phones) or an Auto Attendant.

Auto Attendants

You may wish to update the greeting people hear during this time to let them know how your business is operating, even on a limited basis. You also may wish to change how calls are routed when callers select options that are presented to them in the menu.

Specific configuration directions regarding Time Frames and Auto Attendants can be found in your VoxNet Administrators Guide. If you do not have your guide you can click [here](#) to access this guide on our website.

Virtual Attendants

The Virtual Attendant is an alternative to using a Time Frame for routing when using auto attendants in both Day & Night Mode. The Virtual Attendant contains the business hours schedule, the day and night greetings, and the day & night menu configurations. A main number can be set to ring directly to a Virtual Auto Attendant, then this Virtual Attendant can be managed by an administrator on the fly from either the web portal or the CoreNexa Mobile app.

Call Center Announcements

If current circumstances have impacted your Call Center's ability to handle heavier call volumes, you may wish to update the greetings on the announcements that callers hear while waiting to be answered to create an awareness, offer alternative options, or simply to assure your customers you are still working and able to serve them.

Specific configuration directions regarding Call Center announcements can be found in your VoxNet Administrators Guide.

Faxing:

If you normally send and receive faxes on a physical fax machine at the office, you may wish to consider adding Hosted Faxing as a service to your VoxNet UCC Platform. For a low monthly fee, a fax number can be setup to allow users to send and receive faxes to and from their email. You can even forward your land line to this account during this work from home period. Please contact VoxNet support for assistance in getting Hosted Faxing added to your account today!

Maintaining Collaboration while Remotely Dispersed:

Teams UC WebRTC Softphone and Collaboration Client

Our VoxNet Teams UC Client is a web-based softphone, chat, presence, and collaboration tool available for **FREE** to all licensed users on the VoxNet platform. Users can host 4-party Audio/Video/Web sharing meetings to allow for collaboration within and outside the organization.

The Teams UC Client is the first screen presented to users who log into the VoxNet portal at <https://hostedpbx.voxnetinc.com/login>.

We also have additional products offering Audio/Video/Web Collaboration for 25 or 100 Participants for a low monthly per user cost!

Please contact your VoxNet Account Manager with any questions or to request a demonstration today!

To contact Voxnet Support regarding any of these or other topics:

By Phone: Call the Help Desk at 877-703-6400.

By Email: Submit a summary of your issue and a phone number where you can be reached to support@voxnetinc.com.

Sending Employees Home to work:

Call Forwarding to Mobile or Home telephones

Your IP phones can be manually forwarded to an outside telephone number, such as a mobile or home line. Please note that calls that ring to an extension as part of a Ring Group or ACD Call Center Queue do not follow this forwarding feature. *Note: using call forwarding will result in two lines being used for the duration of any forwarded call for the duration of that call.*

Find Me

Using the **FREE** VoxNet Find Me feature allows users to configure their phone so that calls are routed sequentially or simultaneously to multiple locations including IP Phones and/or outside telephone numbers such as a cell or home phone number. This feature can be enabled in the VoxNet portal in the Extension detail view, under the Call Routing tab, and then configured in the Find Me tab. *Note: using Find Me to route to a cell phone or home line will result in two lines being used for the duration of any forwarded call for the duration of that call.*

CoreNexa Mobile Softphone App

The CoreNexa Mobile App Softphone is free and available for **FREE** to all users on the VoxNet platform. The Softphone App allows users to both make and receive calls using the business lines using an app loaded on their mobile phone. This includes both iPhone and Android devices. For more information on the CoreNexa Mobile Softphone App click [here](#) to access the user guide.

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Taking office IP phones Home

It is possible to reconfigure the IP phones sitting on desks in office to be used from home. Taking a phone home will require that you obtain the appropriate power supply for the IP phone. Please contact VoxNet Support and our representatives will help you get phones setup and assist with an order for power supplies.

