

Pre-Deployment Information

Barracuda Phone System

This is intended to be used in conjunction with the CSV import spreadsheet located in your system at Configuration>User Import.

Please consult the Barracuda Tech library at <https://techlib.barracuda.com/PHONE> if you are unfamiliar with or need more information on the terms used in this questionnaire.

Network Overview

Current Environment		
Is this a new install or a migration of existing telephone functions?	New	Migration
How many locations will a BPS be installed in?		
How many locations will have remote phones that connect to a primary BPS?		
How many total Handsets will be deployed?		
Handset Type	Quantity	Supported
Have phones been previously registered to another VoIP System?	Yes	No
If yes do you have the administrator password to phones?	Yes	No

Proposed Environment		
What is your maximum concurrent call estimation, based on # of simultaneous incoming, outgoing, station-to-station, and conference calls?		
Is this multi-site, as in multiple BPS at multiple locations?	Yes	No
What is your physical installation date for installing the system on site?		
What is the go live date?		

Network Admin Contact Information		
Contact of network administrator <small>(Contact information for network administrator)</small>	Name	
	Email	
	Phone Number	
Who will be project managing the migration or installation of the BPS?	Name	
	Email	
	Phone Number	
May we contact?	Yes	No

Physical Environment		
Does the customer have a rack with available space for system?	Yes	No
If not rack please describe location of system (eg: wall mount to backboard)		
Is there UPS available for System and Switches?	Yes	No
If not using POE is there adequate access to power for phones?	POE	Power Adapter

Wiring			
Do Cat 5e/6 or higher outlets exist everywhere a phone is desired?	Wiring Complete		Wiring in progress
Will client run single wire from phones to supply internet to PC's?	Yes	At Some Locations	No
Describe what if any on site wiring work will be needed to make a port available for all desired phones:			
Is client segmenting Voice and Data traffic on separate cabling?	Yes	No	

Voice Provider Information			
Telephone Provider Services Types:	PRI	SIP	Analog
Provider company name			
# Of DID's ordered?			
Main incoming number			
If SIP, is t38 supported for faxing?	Yes	No	
If PRI, does your provider support faxing?	Yes	No	
Is this a Managed SIP service (using WAN port on PBX) or Unmanaged SIP product (using LAN port)? <small>Managed: You connect to your SIP provider by physically interfacing with on-site equipment into the WAN port of the BPS. Unmanaged: You connect via your existing Internet service</small>	Managed		Unmanaged
Do you have a cut sheet or programming information from provider for your services?	Yes (Please attach)		No
Do analog lines for alarms/fax/cc machines exist that will not be routed through PBX?	Yes	No	

SIP Providers	
Provider	
Host	
Port (eg: 5060)	
User	
Auth User	
List of DID's available?	

PRI Providers	
Provider	
PRI Type (eg: NI2)	
DNIS Digits <small>10 digits preferred</small>	
T1 Crossover Required?	
Yes	No
DIDs	

Analog Lines	
Provider	
Has Hunt Rollover been configured by provider?	
Yes	No
Phone Numbers	

ISP Providers

ISP Provider Company			
Type of connection	T1 Fiber Cable DSL Other	Bandwidth	
Do they have a redundant connection?		Yes	No
Does client or network admin know how much bandwidth they are currently using on average?			

Switches

Quantity			
Make		Model	
Available ports			
POE?	Yes	No	Some are
If multiple buildings exist are they already connected by fiber optics?		Yes	No
Are all outlets home runs from core switch?		Yes	No
Are there unmanaged switches in network?		Yes	No

Firewall

Please see list of firewall ports that need to be opened: https://techlib.barracuda.com/PHONE/GetStarted2			
Make		Model	
Is ports 5060 currently in use for an existing SIP provider?		Yes	No
Has SIP ALB been disabled? (Note: This can also be called SIP Translations, SIP packet shaping, etc)		Yes	No

Read more about ALG: <https://techlib.barracuda.com/PHONE/SIPALGs>

Network Environment

Do you have a dedicated VLAN scope for the phones?		Yes	No
Is there a DHCP scope on a separate VLAN?		Yes	No
Will Data and Voice be on same VLAN?		Yes	No
Do you have the ability to set Option 66 and 150 for DHCP on your DHCP Server?		Yes	No
Does client a have FTP or SMB server available for use for BPS Backup		Yes	No
What does client use for email?	Office 365	Gmail	
	Google Apps	Premise Microsoft Exchange Server	
	Other (Please list)		

Multiple Sites

What type of connectivity exists between sites? (eg: Dark Fiber, Managed Fiber, VPN, MPLS)

Site (eg: Site 1)	Extension Blocks (eg: 2000-2199)

System Programming Information

Extension Blocks (Recommend limiting to 100 number blocks)

Extension Blocks Examples: X2000-2999 X9000-9099	Purpose Examples: Allocation for phones Allocation block for routers/admin extensions

Physical Environment

Are Sound Files available to upload?	Yes	No
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Auto Attendants

Day

AA Name				AA Extension	
Dial Extension?	Yes	No	Extension Prefix		
Repeat prompts every	seconds,	times			
Do you want callers to dial an extension at any time during the greeting?	Yes	No			

Please define the auto attendant digit destinations you desire. The extra Column is to provide additional details where required as to the final destination.

Digit Destinations	Details	Digit Destinations	Details
1		7	
2		8	
3		9	
4		0	
5		*	
6		#	

AA prompt script:

Example:

"Thank you for calling..."

Night

AA Name					AA Extension	
Dial Extension?	Yes	No	Extension Prefix			
Repeat prompts every	seconds,	times				
Do you want callers to dial an extension at any time during the greeting?					Yes	No
Please define the auto attendant digit destinations you desire. The extra Column is to provide additional details where required as to the final destination.						
Digit Destinations		Details		Digit Destinations		Details
1			7			
2			8			
3			9			
4			0			
5			*			
6			#			
AA prompt script: Example: "Thank you for calling..."						

Holiday

AA Name					AA Extension	
Dial Extension?	Yes	No	Extension Prefix			
Repeat prompts every	seconds,	times				
Do you want callers to dial an extension at any time during the greeting?					Yes	No
Please define the auto attendant digit destinations you desire. The extra Column is to provide additional details where required as to the final destination.						
Digit Destinations		Details		Digit Destinations		Details
1			7			
2			8			
3			9			
4			0			
5			*			
6			#			
AA prompt script: Example: "Thank you for calling..."						

Inbound Call Routing

ACRs and Action Sets

Use these templates to define advanced call routers (ACRs) to route inbound calls.

ACRs allow time of day/day of week routing as well as sequential and simultaneous ringing of multiple endpoints.

ACR Name		Main Incoming
Rule Examples: 8:00 am - 5:00 pm All other hours	Action Set Name Examples: Day Routing Closed Routing	Action Set Instructions Examples: Ring x200 for 30 seconds then go to Day Auto attendant Go to Night AA
	Day Mode	
	Night Mode	

Incoming Call Queues

	Queue 1	Queue 2
Queue Name (eg: Customer Service)		
Break in announcements names (eg: Break in 1, Break in 2)		
Frequency (eg: 30 seconds)		
Fallback Ext (eg: Receptionist)		
Transfer after wait time (eg: 5 minutes)		
Or if caller presses (eg: 1)		
Show Queue name on display Will override caller id name and show the queue name		
Wrap up time (eg: 10 seconds) Time between calls for agent to complete logging or paperwork where no calls will be routed		
Agent Access Ext (eg: 9099)		
Agent ring time (eg: 20 seconds)		
Agents to ring per call (eg: 2)		

Agents of Queues

Queue 1	Queue 2

Miscellaneous Features

Call Parking	Do you currently use a call park extension?	Yes	No
	What extension blocks are desired to be used for Call Parking?		
Multi User Conference Bridging	Conference Bridge Configured	Yes	No
	Internal Ext (eg: 901, 902)		
	External Ext (eg: 706, 922, 1000)		
	Pin (eg: 999)		
Line Key configuration (eg: BLF keys for all phones in building) What buttons do you want on your receptionist side panel?			
System Operator (eg: Main incoming router) If people press 0 in the system where should the call go?			
Call Recording (eg: By groups, on demand, by queues, certain extensions) Please define call recording policy you desire to be created <i>You should consult your attorney regarding the legality of use in your state</i>			