

Telephony, Voice Over IP and Unified Messaging

O13.1 Is your organisation using Voice Over IP or Unified Messaging?

- Yes, we are using it now
- No, but we plan to use it in the future
- No, and we have no future plans to use it

O13.2 If you are planning to use it, what stage are you at?

- Establish Endeavour - understanding the problem(s) and stakeholders;
- Assess & Appraise - gather knowledge on severity and benefit of impacts;
- Lookaheads & Likelihoods - evaluate scenarios and frequency of occurrence;
- Options & Outcomes - structure responses for a decision;
- Understanding & Undertaking - plan the solution;
- Securing & Scoring - manage the solution and evaluate the final outcome.

O13.3 Which areas of your organisation are you using/planning to use Voice Over IP and or Unified Messaging in?, [Select all that apply]

- All external calls
- All internal calls regardless of location
- All internal calls between Head office and all other locations
- All internal calls between HO and some other locations, please specify
- Other please specify _____

O13.4 Are you using or planning to use: [Select all that apply]

- Contact centres for inbound emails, faxes, phone calls, SMS, MMS, other
- Contact centres for outbound emails, faxes, phone calls, SMS, MMS, other
- Web conferencing
- Video conferencing
- Audio Conferencing
- Other please specify _____

O13.5 What suppliers or technologies are you using/planning to use?

O13.6 Have you upgraded your WAN or LAN to enable Voice Over IP?

	Yes	No	Planning to
WAN	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LAN	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

O13.7 What benefits are you realising/do you anticipate from Voice Over IP and or Unified Messaging. [Select all that apply]

- Cost savings (please give percentage) _____ %
- Improved disaster recovery/business continuity
- Improved business effectiveness, e.g., external marketing
- Ease of management
- Energy savings (please give percentage) _____ %
- Maximise use of technology assets
- Other, please specify _____

O13.8 Please rank your benefits/anticipated benefits in order of importance to you:

Benefits:	1st	2nd	3rd	4th	5th	6th	7th
Cost savings							
Improved disaster recovery/business continuity							
Improved business effectiveness, e.g., external marketing							
Ease of management							
Energy Savings							
Maximise use of technology assets							
Other							

O13.9 What other technologies are you implementing/planning to implement to improve communication? [Select all that apply]

- Unified contact centres - inbound and/or outbound
- Voice enabled call centres
- Other