

10 questions to ask about your working from home phone

10 questions you should ask your employer about your work phone system when you're planning on working remotely or from home.

1. How will you ensure customers and other stakeholders that call employees on their direct office number will not be greeted with a frustrating voicemail when they are working from home?
2. How will you ensure employees are equipped to make calls remotely under the guise of their office phone number ID?
3. How will you ensure employees working from home have access to the same phone system features as those in the office?
4. How will you ensure employees working from home know who else is working from home or unavailable on any particular given day/time?
5. How will you ensure calls are always routed and transferred correctly?
6. How will you ensure the customer experience is always consistent and positive?
7. How will you ensure callers are unaware that employees may be working from their kitchen or living room?
8. How will you monitor and record calls made remotely by employees using their mobile/tablet/laptop?
9. How will you barge in or whisper during calls for training purposes?
10. How will you ensure there is no compromise to productivity when employees work from home?

All of the above can be achieved by replacing a traditional landline phone system with cloud-based VoIP phone system.