



# VoIP Readiness & Implementation Checklist

This checklist helps businesses evaluate, plan, and implement a VoIP phone system that supports growth, reliability, and modern work environments.

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## Assessing Your Current Environment

- Evaluate existing phone system limitations, reliability issues, and recurring costs
- Identify total users, departments, extensions, and physical locations
- Review internet bandwidth, network hardware, and firewall readiness
- Determine remote work and mobile calling needs

## Choosing the Right Features

- Auto-attendant and intelligent call routing
- Call queues and ring groups for high-volume periods
- Voicemail-to-email and mobile softphone access
- Call recording, analytics, and CRM integrations

## Security, Reliability & Compliance

- Confirm encryption standards and data protection measures
- Review uptime guarantees and redundancy architecture
- Understand emergency calling (E911) configuration

- Ensure industry compliance if applicable

## Implementation & Rollout

- Port existing numbers with minimal downtime
- Configure call flows, business hours, and failover rules
- Train staff and provide onboarding resources
- Test call quality, routing accuracy, and reporting dashboards