

In the event that there is an interruption to normal business operations (including internet outages and employees not being able to come into the office), this list details what you can do to ensure telephony works as seamlessly as possible.

SWITCH TO THE EMERGENCY AUTO-ATTENDANT

If you use auto-attendants, you may want to consider having a pre-recorded emergency Auto Attendant message in place, ready to switch to. This will keep callers informed of the situation, while still providing options they can select if they wish to speak to someone.

Utilising the VTSL portal, an Auto Attendant can be easily applied to any of your direct lines, ensuring all calls are covered. You can record the message callers will hear well in advance and can select where you want the callers to be sent dependant on their selection. This could be to a voicemail, diverted to a mobile or another user off site.

Instructions: [Auto-Attendant Quick Reference Guide](#)

ACTIVATE MOBILE TWINNING & GROUP TWINNING

Mobile twinning is the ability to use your mobile device as a 'twin' of your office desktop phone. When your office phone rings your mobile does too. Twinning can also be set up as part of a group meaning multiple users can receive the inbound calls at the same time. Like Auto Attendants, twinning can be managed in the VTSL portal.

Instructions: [Mobile Twinning Quick Reference Guide](#) and [Group Twinning Quick Reference Guide](#)

VTSL SOFT CLIENT

VTSL's soft client is a remote working solution that supports both flexible working and business continuity. Using an application downloaded to a mobile, tablet or laptop, VTSL's soft client application allows users to make, receive and manage work calls on their personal devices – using their work number. It enables users to transfer calls to colleagues, or conference colleagues in. It also means that users can keep their personal mobile number private and that work calls won't be charged against their own mobile minutes.

Learn more: [VTSL Soft Client Brochure](#)

Instructions: [VTSL Soft Client Quick Reference Guide](#)

ACTIVATE DIVERTS

Diverts, also known as call forwarding or call routing, are an incredibly quick way to alter where calls go in the event no one can answer a particular number. Remember to turn off / change your personal voicemail if diverting a main number to a mobile.

Instructions: In the VTSL Portal, go to Call Routing. Click on the number you would like to divert. Then click on the dots under settings, and select Diverts.

VOICEMAIL

Similar to having an emergency Auto-Attendant ready to go in the event of an business continuity issue, having an emergency voicemail box and pre-recorded message is a great way to keep callers informed, and keep track messages coming in during the event. Voicemail can be set up either for an individual user or multiple with group voicemail.

Instructions: [Voicemail Quick Reference Guide](#) and [Group Voicemail Quick Reference Guide](#)