



# VoIP Template Review

# What is a template?

A template organizes your product deployment around a specific set of user experiences.

**User Experience**  
ex: "I am an admin"

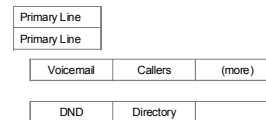
=

**Min. Hardware Requirement**



Ensures phone hardware has adequate soft keys, etc.

**Soft Key Layout**



Provides a great out-of-the-box experience

**Set of Services**

**Authentication**

BroadWorks Anywhere

Shared Call Appearance

Toolbar

...

Avoids overload on comprehending new features and deciding which to use

# Why templates?

---

## Templates

- a. Improve User Experience
- b. Streamline Service Delivery
- c. Provide a Rigorous Framework Continuous Improvement

## How?

Let's take a look at an example customer situation:  
The Office wants to replace their aging Avaya PBX



## **The Executive and The Admin**

Pam:  
“I need to be able answer Michael’s calls;  
get them over to Michael as needed.”



## **The Mobile Worker**

Dwight:  
“I need to stay in touch with customer  
anytime, anyplace.”



## **The Receptionist**

Erin:  
“I answer a lot of calls; get them to a lot of  
different people. All. Day. Long.”



## **The Shipping Floor**

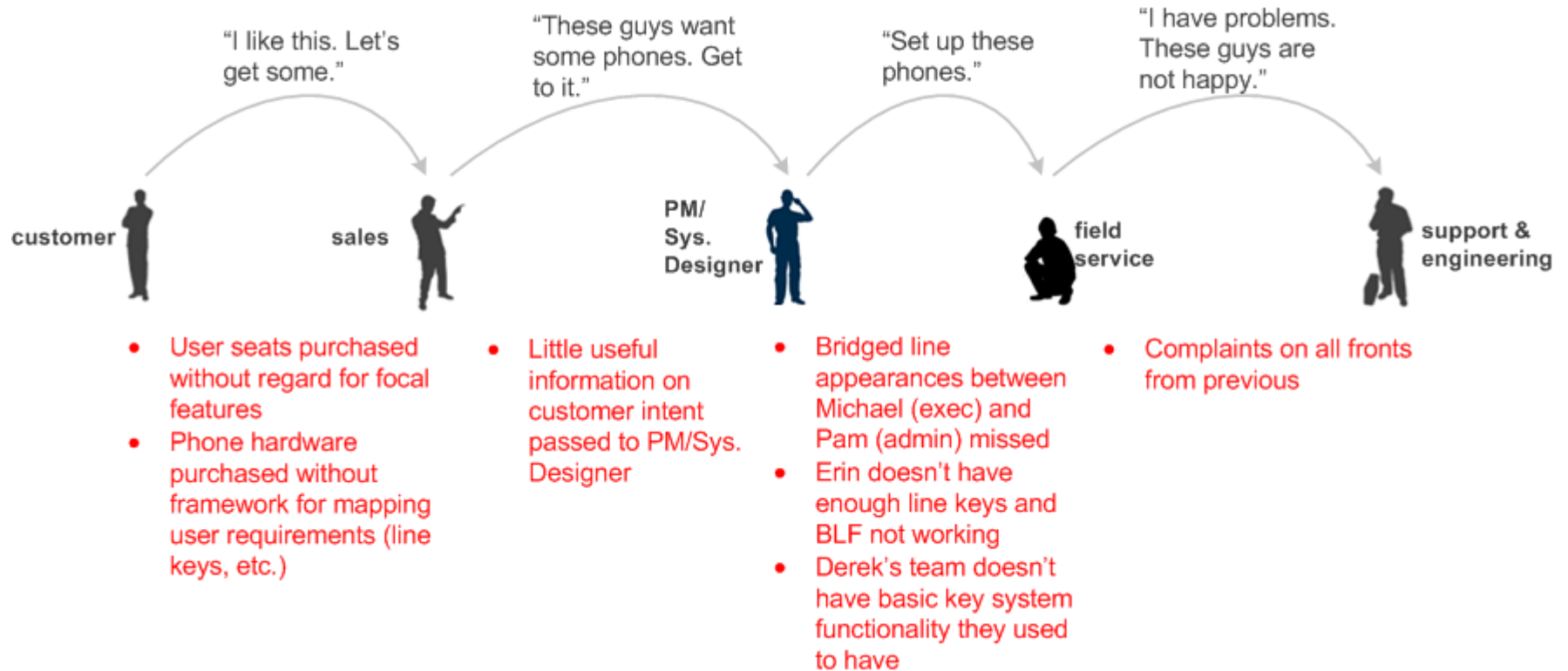
Daryl:  
“I don’t really have a phone, per se. If  
someone needs to reach one of us they  
use the loudspeaker and we pick it up on  
one of the phones down here.”



## **The Rest**

The Rest:  
“The phone rings, I pick it up. I need to  
call someone, I pick up the phone”

# Script #1: No Templates



# Script #2: Templates!

