WHITECAP
Technologies, Inc.

KEEP YOUR BUSINESS RUNNING SMOOTHLY

Our easy-to-follow plan breaks down your TechniCare rollout into four phases: Design, Deployment, Training, and Review + Assurance. Each phase is designed to ensure a smooth implementation, streamlined operations, and accurate billing, with minimal disruption.

1 DESIGN

BUILD USERS INTO SYSTEM
Items like first name, last name, email address, desired extension, and DID

CREATE INBOUND CALL FLOW
Auto Attendant, Ring Groups, or other paths to facilitate inbound calling routes

SUBMIT FOR PORTING
• Obtain bill copy for LOA
• Create port list, and assign ported DIDs to users (replacing temporary DIDs)

2 DEPLOYMENT

TEST INBOUND CALL ROUTING + RING GROUPS
• Inbound AA and announcement/greeting
• Test All Options In AA
• Any Other Miscellaneous Ring Groups

PHONE DEPLOYMENT/PHONE FLASHING
• Stage the Phones
• Deploy to workstations (Flash Phones)
• Test Inbound/Outbound calling and test
• Basic Feature Set

PHONE SYSTEM REMOVAL

3 TRAINING

HOW TO USE FEATURE SET ON PHONES
• Phone functionality + controls
• Voicemail support + access
• Soft-Key explanation (BLF, Speed Dial, Line)
• Headset + Device compatability

HOW TO USE MOBILE + DESKTOP CLIENTS
• App functionality + controls
• Voicemail support + access

CONTACT CENTER - IF APPLICABLE
Admin training + End-User training

OPTIONAL / END USER/BASIC PORTAL USE
Forwarding/adjusting routing on a DID/EndUser level

OPTIONAL / HOW TO USE THE PORTAL
Admin training

4 REVIEW + ASSURANCE

CHANGE AUTO-ATTENDANT

ADD/REMOVE USERS

CREATE/ADD HOLIDAY GREETINGS

ADJUST SCHEDULES

CHANGE BUTTON CONFIG FOR PHONES

DAY 60 BILL REVIEW

FORWARD SUPPORT

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WHITECAP is here to help your with any questions you have.

SCAN THE CODE + CONNECT