



**LeadMaster Telephone  
Soft Phone Configuration Request Form**

|                  |  |
|------------------|--|
| Customer Company |  |
| Customer Contact |  |
| Customer Phone   |  |
| Customer Email   |  |
| Billing Address  |  |
| City, St         |  |
| Zip              |  |

|                         |  |
|-------------------------|--|
| LM Representative       |  |
| Workgroup               |  |
| Activation Request Date |  |
| Today's Date            |  |

|          | Need E-911 | Port Existing Numbers | Need New DID's | Need New Toll-Free | All Soft Phone | Queues Required | IVR Required | e-Fax Required |
|----------|------------|-----------------------|----------------|--------------------|----------------|-----------------|--------------|----------------|
| Yes / No |            |                       |                |                    |                |                 |              |                |
| Quantity |            |                       |                |                    |                |                 |              |                |

|          | Need Shared Call Appearance | Need BLF | Have Branch Office | Have Multi Tenant IVR | Need Paging & Intercom |
|----------|-----------------------------|----------|--------------------|-----------------------|------------------------|
| Yes / No |                             |          |                    |                       |                        |

|          | Need ACD Queues | Need Call Barge | Need Call Monitor | Need Call Whisper | Need Skills Based Routing |
|----------|-----------------|-----------------|-------------------|-------------------|---------------------------|
| Yes / No |                 |                 |                   |                   |                           |

**Note:** You must have a Firewall / Router with the proper QOS settings.