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SATISFACTION SURVEY FORM
URA

V.1

Project:		Serial Number:	

REQUESTER'S INFORMATION

Please fill out the required fields below:

End customer:	
Person in charge:	
E-mail of the person in charge:	
Phone of the person in charge:	
Reseller:	
Person in charge:	
E-mail of the person in charge:	
Phone of the person in charge:	

INFRASTRUCTURE

Procesor Type | CPU Speed:	
RAM memory **:	
Operating System Version:	Select
HD Free Space**:	
Server Name / IP***:	
Physical or virtual machine?	Select

ENVIRONMENT INFORMATION ***

(All fields below are mandatory)

Windows Information

Has Windows user the local administrator permission?	Select	User:		Password:	
Has all Windows updates been done?			Select		
Has Windows Firewall / antivirus been deactivated?			Select		
Has Framework 3.5 been installed?			Select		
Are all servers with static IP?***			Select		
Is the server in the same network as PBX?***			Select		

REMOTE CONNECTION

Remote connection type	Connection Information
Select	

REINSTALLATION INFORMATION

Please fill out only in case of reinstallation

URA Server is working?	Select
O acesso ao servidor atual está disponível?	Select
If it is no possible to access, is there a server backup or URA backup (C:\Program Files (x86)\FLAvoice)?	Select
Is there a URA backup, is it already available on the new server?	Select

IMPORTANT

The machine for the Call Accounting System should be working perfectly and have mouse and keyboard.

If PBX x URA intagretion is serial, its machine should be at least 12 m² from the PBX and the client have to supply its cable.

Global BHS is not accountable for any instalation of complementary systems (S.O.).

**May vary in accordance with the project.

***a STATIC IP is mandatory. The server needs to be in the same network as PBX and PMS.

"No" answers will entail possible adjustments to the environment during installation that can lead to delays.

If you have any questions, please do not hesitate to contact us at projects@globalbhs.com

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URA x PBX Integration

Fill out the information for URA and PBX integration

FILE INFORMATION	
Manufacturer	Model
Select	Select

PBX INTEGRATION

The system won't perform properly if the information below isn't strictly respected. In case of future changes in the PBX configuration, the system shall not operate properly.

Do extensions have female connector RJ-11 for connection to URA channels?	Is there a serial cable for PBX integration with URA?	If this is a serial cable, is the cable plug for the machine a DB9 type?	Was PBX configuration done by specialized PBX technician?		
Select	Select	Select	Select		
			If communication is serial, indicate:		
			Baudrate	Stop bits	Databits
			Parity		Stop bits
Has the PBX technician analized all the integration mechanisms between PBX and URA (regarding PBX model used) and required configuration for properly integration of both (extensions)?	Is internet access available for URA?	Type of communication between PBX and URA:			
			If communication is serial IP indicate:		
			IP		Port
			If communication is SIP, indicate:		
			IP	Port	USERS
Select	Select	Select			

IMPORTANT

This document contain all information required for URA installation. Therefore, it is necessary that ALL worksheet tabs (General Information, URA x PBX integration, URA Extensions, Mailbox and DataAdmin Survey) to be completely filled.

If you have any questions, please do not hesitate to contact us at projects@globalbhs.com

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URA Extensions

Add lines if you purchased more than 12 extensions SIP.
The last extension is exclusive for new messages notification. It souldn't receive calls.

SIP EXTENSIONS LIST	
SIP extension number - PBX setup	Extension password - PBX setup
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	

MULTI-FUNCTION LIST	
Multi-function code/group for quick access - PBX setup	URA features
	Satisfaction Survey

If you have any questions, please contact PBX maintainer.