execulink TELECOM

Staff Onboarding Technology Checklist

01 Internet & Wi-Fi Access

- [ ] Connect their device to the correct network
- [ ] Confirm they can access essential systems (POS, apps, etc.)
- [ ] Provide updated Wi-Fi password and explain usage expectations
- [ ] Show them where Wi-Fi is strongest (and any weak zones)

02 Phone Setup

- [ ] Assign a phone extension or mobile device if needed
- [ ] Confirm call forwarding, voicemail, or call group setup
- [ ] Walk through how to answer, transfer, and check voicemail
- [ ] Review business greeting or script:

"Thanks for calling [Business Name], how can I help you?"

03 Email & Communication Tools

- [ ] Create user accounts for email and communication platforms
- [ ] Share login info and explain company standards for use
- [ ] Test sending/receiving messages or alerts
- [ ] Ensure they can access shared calendars or team files

04 Troubleshooting Basics

- [ ] Explain what to do if the Internet or phones go down
- [ ] Provide internal contact for tech help
- [ ] Share "What to Do If the Internet Goes Down" guide (if applicable)
- [ ] Show where devices like routers or modems are (if staff need access)

05 Customer-Facing Tools

If your team uses tools like POS systems, tablets, or guest Wi-Fi:

- [ ] Make sure devices are connected and tested
- [ ] Walk through common use cases (e.g., order entry, checkouts)
- [ ] Explain what to do if something stops working

06 First Day Test Run

- [ ] Walk through a simulated customer call or transaction
- [ ] Practice call transfers or voicemails
- [ ] Check Wi-Fi and phone from their actual workstation
- [ ] Encourage them to ask questions or flag anything unclear

Contact Us

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