

Work-From-Home Contingency Plan

As you are developing your own contingency plans for the possibility that you may need to have some or all of your employees work from home, there are some things that you can do to allow your business to function and your employees to be productive.

Get a Hosted Phone System

Hosted phone systems allow you to plug your phones into the internet and work from anywhere. You might use it for your entire organization or just a specific group such as customer service, sales, or a contact center. We represent a wide range of hosted phone providers and can help you find the solution that meets your needs and fits your budget. New systems can be implemented in as soon as 2-4 weeks.

Already have a Hosted Phone System from CityHosted?

1. Download Mobile App

Each employee that may be working at home can download the the Mobile app to use on their mobile devices or computer. This will allow them to continue to make and receive calls as if they were in the office and also to be part of hunt groups and queues.



If you are on the **Metaswitch platform**, download the **Accession Communicator** app available on Apple App Store and Google Play.



If you are on the **FluentStream platform**, download the **FluentCloud** app available on Apple App Store and Google Play.

2. Bring Phones Home

Employees can take their hosted phones with them and plug them into their home broadband connection. They will need to power the phones by plugging them into a PoE (Power Over Ethernet) adapter or an AC power adapter. If you need to purchase additional power adapters, please contact your sales rep. Most brands are approximately \$25 per adapter.

3. Order Additional Phones

Some employees may want to have a phone at the office and one at the house rather than bring their existing phone back and forth. Their phone number can then be setup to ring both phones so that regardless of where they are, they are still connected.

Hopefully you won't be impacted, but we want to be prepared in case you are. Please let us know if there is anything else you need help with including internet access, wireless access, networking offices together, and more.