Team Partners
Telecommunications

Disaster Recovery Questionnaire

During a disaster you need to ensure that your business can continue to function and at the very least deal with enquiries. Two of your most important systems at this time will be phones and IT; can you answer calls, phone and email customers/suppliers?

To help you workout what you need when disaster strikes, think about and answer the questions below.

How many staff do you have?

[ ]

What systems do you use?

☐ Email ☐ CRM ☐ Accounts ☐ Phones

Other [ ]

Where are they located?

☐ Office (server) ☐ Cloud Other [ ]

Who needs access to what systems?

[ ]

Staff location:

Where will staff be working from during the disaster?

☐ Home ☐ Public space ☐ Temporary office

Other [ ]

Will they have access to the internet?

☐ Yes ☐ No

If Yes, what type of Internet?

☐ Home (private WiFi) ☐ Public WiFi (cafe) ☐ Mobile hotspot (anywhere)

Other [ ]

Will they have access to a phone?

☐ Home phone ☐ Personal mobile ☐ Company mobile ☐ Company phone

Other [ ]

Inbound calls:

What do customers expect?

☐ The call to be answered by a person ☐ or voicemail

Which departments / members of staff do they need to speak to?

[ ]

Does more than one person need to answer calls per department?

What days / hours need to be covered (office hours) and what do you want to do with callers outside of these hours (voicemail)?

Outbound calls:

Who needs to make outbound calls?

Do they need to call from the office number?

Business name:

Contact name:

Phone number:

Email address:

We have been helping customers deal with disasters for over 15 years; from simple broadband outages to building fires and have the knowledge and experience to deliver a solution that will keep you in business.

If you would like us to help you put a disaster recovery plan in place, answer the questions above and email them to

support@tptele.com or call **033 33 58 33 33**

We will review your information and call you back.