

# VIRTUAL RECEPTIONIST CHECKLIST

MyOutDesk  
2022

## 1 HOME-OFFICE BASICS

- Reliable desktop or laptop
- Device for handling calls
- Internet Connection
- Comfortable, ergonomic seating
- Quiet, distraction-free environment

## 2 EQUIPMENT SPECIFICS

- A hands-free, noise-cancelling headset is recommended
- Dual-monitors or one widescreen is highly recommended
- At least 8GB of RAM in PC
- PC should be separate from family use or have a locked work profile to protect company data

## 3 INTERNET SPECIFICS

- Use a free website like SpeedTest.net to determine your network strength
- Ideal download speed is at least 10-25 Mbps
- Ping results should be under 60ms for VoIP

## 4 BACK-UPS

- In case of unforeseen incidents, having backup power and WiFi are recommended
- Some mobile phones have optional Hot Spot features that turn your cellular signal into a WiFi signal