A Virtual Phone System Can Keep Your Phone Numbers Private

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Article published on March 2nd 2012 | Business

A virtual phone system is an essential part of effective and organized communications for any small business. They help separate personal calls from business calls, while making sure that clients and customers are routed to the correct person or department.

Managing Phone Calls

Small businesses exist for the sole purpose of gaining clients and customers who are interested in a product or service. In order to effectively provide these products and services, businesses must maintain proper communication with their customers via telephone, whether for ordering purposes, making appointments or even to handle customer complaints. A virtual phone system is the most affordable way to allow business owners to handle their own telephone calls while keeping their personal telephone numbers private. Customers and clients can call a single virtual telephone number and, by simply following a few prompts, they can be routed to the person who can best handle their call.

Checking Voicemail

The importance of allowing customers and clients to leave messages for independent departments or individuals simply cannot be stressed enough. Since it is usually not cost-effective to provide each employee a secondary telephone that they can use for business purposes, a virtual phone system is the perfect answer. Employees can use their personal telephones to call an assigned telephone number in order to listen to their messages, keeping their own telephone numbers private. If they need to call a customer back, they can choose an option within the voicemail system that will allow them to call from the virtual telephone systemâ€™s assigned telephone number.

Answering Services

After-hours answering services are another great way that virtual telephone systems can help the employees of small businesses keep their telephone numbers private. Instead of being routed to voicemail or an answering machine during non-business hours, customer calls are answered by a third party who represents the business. In the event of an emergency, the answering service can page, or otherwise contact, the necessary employee to handle the situation. This is a very effective way to filter important calls from those that can wait until business hours and keep the personal telephone numbers of individual employees completely private from clients and customers.

Call Forwarding

In the event that a small business chooses to utilize an on-call employee instead of an answering service, it is always within the employeeâ€™s best interests to keep their personal telephone number private. Virtual telephone systems will allow companies to forward all of the businessâ€™s incoming calls to a single employeeâ€™s personal telephone, while keeping the actual personal telephone number hidden from the caller. Setting up call forwarding is as simple as pressing a few buttons on the telephone or setting up a schedule online.

Most people employed by small businesses like to separate their personal calls from their business calls, and no one wants their clients or customers to have their personal telephone numbers. A virtual telephone system is a great alternative to providing employees with separate business telephones.

Article Source:
http://www.articleside.com/business-articles/a-virtual-phone-system-can-keep-your-phone-numbers-private.htm - Article Side

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Article Keywords:
virtual phone system, virtual phone systems, toll free number, toll free numbers, 1 800 numbers, business phone numbers, local phone numbers

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