Phone Systems that work overtime by John Kumar

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The phone is so commonly used now that sometimes one feels that a mobile phone is more like an appendage that is eternally within your reach rather than a device that helps you to communicate with the world.

Modern phone systems have made communication so easy and also affordable that a phone system is in place in every household and every business environment. It is interesting to note that the fantastic rate at which technology pertaining to telephony is improving has changed the way businesses are conducted and this change is occurring every day.

A phone system is nothing but two phones connected through a line. This used to be a telephone wire just a few years ago but now phone systems do not need wires. Wireless phone systems are in place in most of the developed world. Even in small offices the business phone system can consist of a wireless hub or LAN or the local area network and this device can have applications installed that can have a lot of functionality to make communication between the staff and with clients etc. a lot easier and useful.

History of the Business Phone System

In a small business, the business phone system of yore was typically a key system where the telephone operator saw all the lines with little bulbs. The operator could manually connect and disconnect the lines. The light bulbs lighted up when the line was in use.

The next stage of improvement brought the PBX to the fore when a business phone system had many lines but these could directly be connected to the number dialed without the intervention of the operator. Incoming calls could also be directed straight to the dialed extension of the phone system.

Some phone systems also had hybrid version or a combination of the key system and the direct branching PBX. In this phone system the operator could intervene to manipulate a call if needed or the system could work automatically as well.

With the introduction of the PABX or the public automatic branching exchange, the business phone system improved considerably. Many new features were added that simplified communication in offices and helped in many ways. Special requirements of a business could be taken care of by customizing the software that ran these devices. Thus the modern phone systems could have functions such as:

â€¢ Answering machine facility that could be initiated after office hours so that late calls could be received and followed up.

â€¢ An account or log of all calls that come in or go out can be kept.

â€¢ Numbers that are commonly used can be put under speed dial to save time.

â€¢ Caller ID of incoming calls can be seen.

â€¢ Long distance calls can be controlled.

â€¢ Conferencing between three or more phones is possible

Many more functions that are being added to the business phone system everyday make it more efficient and useful for the business.

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John Kumar - About Author:

John kumar is author of this article and writes about Telecom news. For further details about a business phone systems please visit the website.

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