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Virtual PBX System a new revolution for businesses by Samantha Kirk

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A virtual PBX which is a short form for private bank exchange which are offered by a telephone company which saves a lot of money for the business by not investing in an expensive equipment of a complex business phone system. This contains many facilities like faxing, voicemail, automatic greetings, conference calls, calling logs, etc. and it has proven to be cost-effective for a lot of businesses. Irrespective of the size of a business, people can have a corporate-style business system which does not have the complication of maintaining a personal phone switch. It has some of the best features; it is extremely reliable and has the best value for money. The process is not very complicated for the working of a virtual PBX phone system. All that is required is a few clicks and a few minutes and the system is good to go as any. Wih a computer connected with high speed internet like the one offered by Charter Internet, you can instantly setup a virtual PBX online.

The features in this system are their biggest advantages. This is the best for any business that is looking for a cost efficient and effective communication for their business. This system gives a professional image especially to small businesses and without spending much capital! Virtual PBX can also be connected to the existing phone service and it can work parallel to other carrier phone systems which provides advanced call functionalities. Another advantage is automatic welcome feature or auto attendant feature that is available in this system. The standard greeting can be recorded and whoever calls will immediately hear this greeting so this reduces the administrative staffs that have to be employed exclusively for this purpose. Nowadays, there is voice recognition application in this system where a caller can give the name of the person to whom he has to talk and the line is automatically connected to his work place. Business can be handles from anywhere with this technology. It helps in keeping in touch with all contacts minus the additional place or costs.

Some of the main disadvantages of this system are that they have quite a few call quality issues. Running the Virtual PBX system over an internet connection can cause quite a few problems when it comes to call quality. To avoid this problem, meticulous checking has to be done and checking on the sufficient availability of bandwidth for the assigned Virtual PBX is necessary. However, the more the extension goes the greater problems with bandwidth arise. There will not be any problems with as many as eight extensions, problems in quality arises only when the extension goes beyond that. So, it is advisable to get a second connection when the user has a heavy transfer of calls and information. Most service providers for this system require the user to enter in to a minimum term contract which locks them in to their service for that contract term. The user cannot try to terminate their service if they are unhappy with the quality of the service. They have to stick with them until the term ends or pay a heavy amount for terminating. Moving to an alternate supplier will also be difficult after setting up everything with an alternate supplier. Another issue that arises with this system is the scalability. The scalability issues and the call quality issues are inter-connected. To extend the phone system, the band width of the particular place has to be increased and at one point having an extra connection will prove to be a better option than increasing the band width of the internet. They also tend to fail in case of power failure as they are not powered by a phone system but by electricity. So the entire system knocks off in case of power failure.

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Samantha Kirk - About Author:

Being a freelance writer and active blogger, I like to share my thoughts with the rest of the world and to source out some great deals on home services like the one offered by a Charter Internet.

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