What is a Virtual Phone System?

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Article published on March 22nd 2012 | Communication

New business owners and those who are expanding their services have often heard the term virtual phone system at least once during their ventures. Understanding these systems and how they can have a positive impact on the operations of small businesses can save their owners precious time and money.

Organization

Small business owners often have their hands full with several aspects of their businesses; maintaining a phone system should not be one of them. A virtual phone system can handle everything from call routing to after-hours answering and even voicemail-to-email solutions. All of these are very important and can save business owners precious time that would be better spent on marketing or customer relations. Virtual phone systems are affordable and highly customizable; they can grow with any business as it develops and expands in the future, as well. Before making a decision, business owners should understand the different aspects of these systems.

How Does It Work?

Nearly any virtual phone system available on the market today enables its clients to use a toll free or local number for this service. In essence, the business is provided with a telephone number that they can share with clients and customers. When these clients and customers call that number, calls are forwarded to any phone number the client chooses. In this manner, businesses can keep their personal telephone numbers private while making use of a single telephone number and extensions to direct calls to the appropriate department or individual.

What Can They Do?

Virtual telephone systems can do much more than simply direct calls; they can also provide automated telephone attendants that greet callers as well as a choice of music for the callers to hear when they are put on hold. If new lines are needed due to expansion, all the business owner has to do is order another phone number from the service or add more extensions to the existing number. Employees that travel frequently can have calls to their extensions forwarded to other landlines or even to their personal mobile phones, if necessary. When voicemails become overwhelming, can choose the voice to text option and have them sent in the form of easy-to-read emails.

Mix and Match Features

Virtual telephone systems use the same internet network as faxes and emails, so business owners can choose which services will best meet the needs of their company. For instance, faxes that are sent to individuals can be routed directly into the recipientâ€™s email inbox for immediate receipt; this eliminates the need for employees to continuously check the fax machine for incoming papers. Instant messaging is another fantastic application that can be used with a virtual telephone system â€“ when a new message or fax comes in, a notification can be sent via text message.

When it comes to simplicity and organization, there is nothing as easy to use and maintain as a virtual telephone system. Business owners have a lot to contend with on a daily basis but the telephone should never take up the majority of their time.

Article Source:
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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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