Evolution of Cloud PBX VOIP

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We are living in the age of the computers and we no longer do things the traditional ways. Businesses - regardless of their size and scale of operations - are becoming increasingly reliant on the Internet for its day-to-day operations.

As many of us are aware, PBX (Private Branch Exchange) makes connections among the internal telephones of a private organization and also connects them to the PSTN (Public Switched Telephone Network) via trunk lines. They not only facilitate telephone communication but also fax messaging and modems for all other voice/data transmissions.

Initially, the primary advantage of PBXs was cost savings on internal phone calls. As PBXs steadily gained popularity, they started offering services that were not available in the operator network, such as group hunting, call forwarding, and extension dialing.

Two landmark developments took place during the 1990s that led to new types of PBX systems. Users needed packet switched networks for data, so using them for telephone calls was but natural.

The availability of the Internet as a global delivery system made packet switched communications even more facile. These factors led to the development of the VoIP (Voice over Internet Protocol) PBX. VoIP, also known as IP Telephony, is the real-time transmission of voice signals using the Internet Protocol (IP) over the public Internet or a private data network.

Then there was the realization that PBX services had always been difficult and expensive for smaller businesses, and many small and midsize businesses understood that handling their own telephony was beyond their core competence.

Having traditional PBX was expensive because it required the buying of the actual PBX equipment and the concomitant installation, operation, and maintenance fees. The installation of the equipment entailed occupation of floor area.

These considerations led to the emergence of hosted PBX. In a hosted arrangement, the PBX is located at and managed by the telephone service provider, and features and calls are delivered via the Internet. The user just signs up for a service, instead of buying and maintaining expensive hardware.

One of the latest trends in PBX development is the VoIP PBX, also known as an IP-PBX or IPBX, which uses the Internet Protocol to carry calls.

Cloud computing has become the latest trend and more and more business enterprises are opting for Cloud PBX for a variety of benefits. The term "Cloud" signifies a service that you get over the internet. Each time you make a call from your IP phone and every time your customers call you, your call is immediately handled by your service provider using their secure and reliable technology. Cloud communications is convenient as the cloud becomes a platform for voice, data and video.

It is a fact that in today's advancing technologies and the need for real-time solutions, business houses are looking for cloud based infrastructure solutions that are secure, flexible and cost efficient. Customers availing cloud communications services need not forgo any of the advanced features. A complete set of features, including a virtual receptionist and auto-attendant can be had with cloud PBX solution. Cloud PBX VoIP is a veritable boon for some business owners - especially

the ones who cannot afford the high price of traditional PBX but badly needs the system.

Cloud PBX VoIP is a fully managed Hosted IP telephony system providing identical functionality of any high end PBX phone system. Cloud PBX VoIP PBX has today rapidly evolved to a degree of sophistication that it can offer more benefits and services than a traditional PBX system. Some applications that a hosted PBX system can offer are auto attendant, intelligent call routing, forwarding and blocking- detailed call history, audio & video conferencing etc.

From the early telephone switchboard operator to the digital Cloud PBX VoIP, telephone systems keep technologically advancing with new features being added at regular intervals. Unified communications and web based call controls are a few of these advancements.

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