How VoIP PBX Has Changed the Shape of Business by James Allen

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Ever since its introduction, VoIP PBX has made it lot more convenient for companies to communicate with customers and other business associates. The plain truth is VoIP PBX minimizes cost, improves employee productivity and earns customer satisfaction - all these advantages without affecting quality.

Business communications has always been an intimidating factor in the management of a business - whatever its size and scale of operations. You had to contend with cost, function, reliability, and other pressures and concerns. The emergence of VoIP technology -and its specific application to PBX systems - has come as a big boon to the business community.

Many companies today have multiple offices within the country or around the globe. Presently, each of these offices uses its own PBX system and inter-office phone calls are routed through the PSTN. There intra office calls are charged long distance and/or international rates by carriers. Most companies also employ workers on a part time basis who work from their homes.

It therefore makes business sense for these business houses to explore alternatives to streamline their telecommunication systems and minimize costs. The most obvious choice is to opt for a VoIP enabled PBX system and deploy it in a Virtual Office setup. Moreover, the VoIP technology simplifies the communication infrastructure as there is no need for separate voice and data cables and the VoIP system offers high scalability.

VoIP is a fairly new technology for carrying voice calls over the Internet which allows users to realize substantial cost savings on long distance and international calls. Apart from cost effectiveness, VoIP enabled PBX systems (or IP PBX) offer easy integration with existing telecommunications systems.

To truly appreciate how much VoIP PBX has changed business for companies, it is for you to check how expensive and inefficient operating a traditional telephone system used to be earlier. To implement the VoIP model, a business organization has to install a single IP PBX system in its central office and distribute to employees IP phones or regular phones with VoIP adapters.

Employees can make intra-office and inter-office phone calls through dialing PBX extensions. Interestingly, all such calls are routed through the Internet and are practically free. Customers and other outside callers can dial a single inbound number plus extensions in order to reach the individual employees. The concerned employee shall receive the calls on his/her IP/Regular Phones at any location in the world -wherever there is Internet connectivity.

VoIP has many advanced features such as web mobility, managing of voice mail and facility for conference calls - all of which will contribute to enhance the efficiency of your communication system. Furthermore, VoIP has a host of features to radically change the entire functioning of business communications leading to increased productivity - speed dialing, find-me-follow-me, do not disturb, call transfer, toll-free numbers, caller ID blocking, multi-ring facility, distinctive ringing, enhanced voicemail, area code selection, anonymous call block - and a lot more

Stated succinctly, VoIP systems offer business enterprises the technological infrastructure sorely needed in today's global marketplace. VoIP and its important features like unified communications to videoconferencing and data sharing with business associates and clients will immeasurably boost your fortunes. Once you decide to avail the VoIP facility, you will change the shape of your business and race towards further growth and development and there can be no doubt about that.

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