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Most call center owners and large scale entrepreneurs must be familiar with cloud based phone system. Itâ€™s an advanced voice calling service that is delivered via internet. The cloud here refers to an internet based phone system which connects different numbers together. Sometimes several such interconnections are made using a single phone network. It has been one of the most wanted features since past couple of years, ever since the BPO culture invaded different countries.Previously businessmen were dependent on PSTN or public switched telephone networks that made use of copper wires for transmission of voice data however after the introduction of VoIP system and cloud based phone system, this system was soon replaced by these advanced plans.

The main focus of cloud telephony is to deliver intercontinental voice calls over internet (so as to save money), to route inbound calls to extension numbers or customer representatives working in different departments under same company or to offer other important applications including voicemails, reminder alerts, multiple callings and call recording.You can avail other benefits like linking your online customer database containing thousands of numbers, with your telephones. The system automatically calls your clients and responds to their queries. You can conduct voice conferencing, hide your caller ID or forward incoming calls to remote locations.The downsides of cloud based phone system are that you require a stable online network which can work at a high speed, as required by your phone system.

Most businesses fail to succeed because of their cruddy networks. Secondly, you also need to have proper equipment in order to establish your setup. Youâ€™ve to make sure that youâ€™ve carefully install subpar wiring, the software and hardware are properly configured according to system requirements and internal firewalls are arranged to ensure security. Although cloud based phone system have several benefits for large scale businessmen and offer power, reliable and business oriented features at reduced rates, the quality of call might have to suffer because of over consumption of bandwidth and long distance calling. In order to resolve these problems many brands that were initial creators of PBX boxes, kept on updating their conventional PBX systems by adding new and much advanced features to their list. It has resolved some issues nevertheless; this system needs several other modifications before reaching perfection in every aspect.

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Selecting a new phone service provider for your business can be confusing? Don't worry, UniVoIP help you to learn how your business can benefit from a cloud telephony services. UniVoIP can offer a solution that will meet a Small a business voip phone system provider, brings you the best in a cloud based phone system with our IP-Tone phone solution.

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