Topic:

Business Phone Systems (Part 2 of 2)

Definition:

Conference calling – Allows for more than two people to be on the same call—a great benefit for meetings, especially with remote workers.

What to Know about VoIP Phone Systems:

VoIP phone systems operate using broadband internet connections rather than traditional phone lines. This allows several unique advantages over standard business phone systems, including ease of installation, scalability, pricing, and advanced features, such as setting up a virtual receptionist to handle calls and forwarding calls to employee cell phones using a mobile app.

With a VoIP business phone system, you can have unique phone numbers just like a traditional phone system, you can handle toll free numbers, and you can route calls to extensions for specific employees.

VoIP stands for "voice over internet protocol". Other related acronyms include IP PBX and IP office. IP PBX is an internet protocol, or VoIP, system with many phone lines. It allows you to take many different calls at the same time without hosting any infrastructure onsite.

When shopping for small business VoIP systems, one thing you'll want to look for is integration with other systems your company uses. One of the unique advantages of VoIP service is that it can connect with systems like CRM (customer relationship manager) software, allowing automatic logging of interactions and other perks. A potential downside to this type of setup is its reliability—you'll need to ensure you have high-speed internet access for this type of system to function properly.

What to Know about PBX Phone Systems:

PBX stands for *private branch exchange*, and is essentially a private phone network. It routes incoming and outgoing voice calls through the business's phone lines and offers a variety of advanced features like call holding, routing to extensions, and conference calling, which are essential for doing business.

A PBX phone system is different from a standard multi-line phone system in that call switching and routing does not occur directly through the phone unit, but is centralized. This makes a PBX more easily scalable and often more cost-effective than a key system. A PBX system can also be hosted in the Cloud (called a host PBX or virtual PBX) and handle VoIP calls (called IP-PBX). These systems are very flexible.

Other Terms to Know:

Voicemail – Stores messages and makes retrieval possible, even when you're away from the office.
Automated Features – Like an auto attendant, this feature answers the phone for you and directs callers to the appropriate extension.
On hold music or messages – Lets callers know that they're still on an active phone line during paused conversations.

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