



Article published on March 14th 2012 | [VOIP](#)

Voice over Internet Protocol (VoIP) technology is a great blessing to the entire businesses community. VoIP helps to streamline communication facilities while reducing the phone bills. It can be said that VoIP integrates all business communications into a single infrastructure - the data network.

VoIP systems offer a plethora of benefits too significant for any business enterprise to ignore. Whether you opt for a hosted service or invest in a full-fledged VoIP solution, this latest technology will simplify and vastly improve your business communications infrastructure.

VoIP is a remarkable innovation in telecommunication technology - the feasibility to transmit voice over a data network. This is a quantum leap over the age-old traditional telephony that relies on circuits switched by PBX (Private Branch Exchange) equipment and phone lines connected to the public switched telephone network (PSTN).

VoIP converts the signal digitally and sends it by voice data packets through an Internet Protocol (IP) - through standard broadband connection. VoIP can also access the PSTN, allowing calls to reach traditional land lines. This compatibility between VoIP and PSTN facilitates business houses to migrate to VoIP gradually without straightaway discarding their conventional telephone system.

The following are some of the salient benefits of VoIP system to business houses:

1. Voice over IP systems increases the overall productivity while lowering costs. This becomes possible because of the technology's convergence of voice and data onto a single unified network.
2. With VoIP facility, users can check voicemail and email, access project data, and place calls-all over a single network, using a single communication device. The streamlined infrastructure is therefore easier and more economical to maintain.
3. VoIP enables you to access the system via any internet connection. This simply mean business VoIP users can take the office with them wherever they go. This is a great boon for a mobile workforce and employees stationed in distant locations.
4. VoIP technology integrates with other communication tools like Customer Relationship Management (CRM) software and Outlook. CRM integration is of immense help in improving marketing efficiency and other support functions.
5. The system can automatically retrieve customer data on an incoming call. This will enable the service department to know a caller's history and the sales department will have the necessary information to track a customer's order status. Every employee can benefit from unified messaging, which delivers voicemail messages to the concerned person's email inbox.
6. VoIP - particularly hosted VoIP - will easily adapt to the changing needs of a business enterprise. Subscribers can make changes to the system without relying on outside IT support.
7. The online interface permits users to reset call routing preferences, install additional extensions, and even add new functionality. Rearranging desktop phones is simply a matter of unplugging and moving them to another outlet. There is no PBX circuit-switching or any need for re-wiring.

8. Please know that several advanced functions that are either costly or absent in PBX systems come standard with VoIP. These features include advanced call forwarding and electronic messaging, customized auto-attendant, 3-way conferencing, video conferencing, and Advanced Call Distribution (ACD) functions.

There can be no doubt that VoIP is the future of business telephony. Over a period of time, traditional phone circuitry and PBX technology will become outdated. Facilitating lower cost of ownership and a vastly improved performance, VoIP is setting the trend for next generation's business communications.

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Article Keywords:

Internet Fax, 800 Numbers, VoIP Phone Service, Voice mail Service, Virtual PBX System, Call forwarding, Toll Free Numbers

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