How Does Cloud PBX VoIP Work?

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Cloud communication (also known as "virtual PBX" or "IP PBX") is Internet-based voice and data communications where switching and storage are hosted by an external service provider. Cloud communications providers render voice & data communications services, hosting them on servers that the providers own and maintain, giving their customers access to the "cloud." Because of this, actual users have a more cost-effective, reliable and secure communications environment, free from all bother associated with traditional PBX systems.

Customers availing cloud communications services need not forego any of the advanced features. A complete set of features, including a virtual receptionist and auto-attendant can be had with cloud PBX solution. The features will include call conferencing, call waiting, call forwarding, caller ID, voice mail, fax to email and voice to email. Users will also facilities like custom message alerts; call screening and a dial-by-name directory Users will also have the option to set up toll-free numbers as also other virtual numbers for free calling between their branch offices.

Cloud communications is highly convenient as the cloud becomes a platform for voice, data and video. The cloud communications facility acts as a platform upon which all these modes can seamlessly integrate. Operated from hosted platform and secure data center, calls are delivered over IP network saving you money and not requiring new hardware. Digital voice quality is better than analogue and there is also an array of associated benefits.

The major benefit that businesses will enjoy from switching their PBX to the cloud is the lack of hardware installation, day-to-day operation and maintenance costs. Instead of maintaining uncouth and expensive PBX equipment, business houses will only have to manage handsets and headsets. These PBXs are also scalable meaning you can easily add extensions or expand to new office locations.

Every time you make a call from your IP phone and every time you receive an incoming call, the call will be immediately handled by the service provider. Cloud PBX obtained from any reliable service provider means that your call comes through to their data center, where they reroute the call appropriately. It means that you get a complete phone system without the need for any on-site equipment.

Cloud PBX means the service provider owns the technology. They have dedicated staff to provide you with faster and more efficient service.

The service provider will complete your call over the Internet and connect you to your callers. And because it relies on the Internet, you can use dozens of extremely useful features. Called parties need not have VoIP systems to contact you - in fact; they can call from mobiles, landlines, Skype or any other service.

Cloud PBX VoIP is a fully managed Hosted IP telephony system providing identical functionality of a high end PBX phone system. Voice data is transferred securely across the internet, just like file data. The only requirements for a customer to be able to access hosted VOIP are a high-speed internet broadband and an IP phone or Soft phone.

Hosted Cloud VoIP systems can be adapted easily to meet your immediate as well as your future requirements. This is the apt communication solution for any business looking to easily connect with in-house employees, remote offices or multi-site operations.

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