Traditional Versus Virtual PBX Service

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Ever since its introduction, businesses have realized that PBX (private branch exchange) is a critical necessity. A PBX system works by connecting the telephones, modems and fax machines of an organization, making them work as extensions of a main number. However, as it increased in popularity, it has evolved to become a solution that helps businesses manage their phone calls.

The concept of PBX took a revolutionary turn when it was offered as a virtual phone system, meaning that the phones to be connected do not use physical lines and wires, but functions through the Internet.

Most users are perplexed whether to choose traditional phone system or virtual PBX services. This confusion is there because they are not aware of the merits and demerits of both the systems and unable to decide which system would better meet their requirements.

Traditional business phone systems offer range of productivity features which are now also available with virtual PBX services. So, availability of features is no longer a primary differentiating factor between the two options.

Traditional phone systems may be an appropriate choice for large corporations but for most small and mid-size businesses, having a traditional phone system creates avoidable expenses and needless maintenance problems. Besides, you need a separate dedicated room or floor space with backup power to house the telephone switch/server. You will be required to employ qualified technicians to operate and maintain the system. You will have to undertake costly wiring and install special phone jack.

It is a fact that adding a new feature to a traditional phone system will require either replacing the switch/server or adding another piece of hardware. Again, adding extra lines will requires adding new pieces of hardware, such as line cards. If your existing phone system is maxed out, you might be forced to replace the entire system.

The plain truth is virtual PBX service actually provides all the advantages and features of the traditional phone systems with the convenience of a hosted service. You can avail a full range of professional business phone features such as individual employee voice mail, extension dialing, auto-attendant, call forwarding, call hold, find-me/follow-me, three-way calling, and numerous other benefits.

A virtual PBX system is manageable through an online control center. When you subscribe to a virtual PBX provider, you would be given a username and a password which you can use to access your call logs from all connected phones. You can change the call forwarding and answering rules for each extension.

Virtual PBX extensions will be able to do several things that are not possible with traditional telephone extensions - like wider communication range, higher number of extensions and economical prices. Simply put, you will be able to upgrade your phone system more easily because of the nature of virtual extensions. You can add as many virtual PBX extensions as your business requires.

Aside from connecting extensions, a virtual PBX has revolutionized business communications by introducing advanced features that commonly utilize the Internet. Virtual PBX extensions may also

be used to keep your remote employees and mobile workforce stay connected to your company communication regardless of their present location. Because it can be connected with any Internet capable device, you can assign a virtual PBX extension to any or all of your employees.

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