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Call centers can greatly benefit on the usage of VoIP PBX phone systems as these can virtualized the call centers and they will have more flexibility in configuration on consolidation efforts or offering business capabilities to their telecommunication workers. Also, they have an improved customer support services and there is a reduction of missed calls and call times too. With this, there is an improved customer satisfaction and minimal customer turnover because of improved call centre services. However, when it comes to using the VoIP PBX phone system, there are cost considerations such as IP phone sets , hardware and software for VoIP telecommunication, network upgrades, professional services, implementation of labor, support and maintenance contracts and several others.

So how does the VoIP PBX technology work?

For intra or inter-office calls, if caller A is located in a corporate centre and he wants to contact caller B who is in a different location or is in any company office in an international location, caller A can pick up the VoIP device and simply dial the extension of caller B. Then the VoIP PBX server will look into the internal database and get the call routing information pertaining to caller B and the VoIP PBX server will route the call to the VoIP device of caller B. In case that the destination number cannot be reached, the system will forward the call to the voicemail of caller B. When caller B picks up the VoIP unit, they can then start their conversation.

As for outbound calls, if the caller A who is from a corporate headquarter desires to make a call to a company customer, then the caller will just have to use his VoIP phone and dials the number of the customer. The VoIP PBX server just simply searches the internal database and gets the call routing information of the VoIP carrier who is responsible to terminate the calls to the area code of the customer to call. The call will be routed to the carrier of the VoIP and the VoIP carrier will terminate the call to the recipientâ€™s number through PSTN. As the conversation takes place, caller a can use functions like call forward, caller ID and others. The charges of the calls will be based on a time basis according to pre-negotiated rates of the VoIP carrier.

When it comes to inbound calls, the caller who is a company client will just have to dial the central access number of the company and the VoIP PBX server will direct the caller to enter a specific extension to dial then this will be searched by the VoIP PBX server in the internal database and gets the call routing information to the number to call and caller B can also use the different PBX functionalities.

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