

# THE TOP 5 FEATURES OF BUSINESS VOICE

Business Voice solutions have dramatically evolved over the last decade. The transition away from traditional services using copper wires and on-site private branch exchange (PBX) systems into hosted cloud applications, has helped transform business communications through their feature rich, collaborative, flexible and user friendly, nature.

This technology has allowed businesses to access advanced functionality while significantly reducing operating costs associated with legacy systems, at the same time as providing total user flexibility to work from any location, using any device.

What are the features your business should look for (and what impact will they have)?

## SCALABILITY

1

A voice solution that evolves alongside your organisation. Unlike a traditional system you can quickly and easily add or delete users and seamlessly connect to mobile devices when you need to. Changes to lay out, users, number forwarding and porting, call recording, storage, and messages amongst other functionality can be done quickly and efficiently, ensuring you can avoid overpaying for capacity that you don't need and without limiting your ability to grow rapidly as your business expands. All this can be done in real-time, on-the-go, with zero disruption.

## BEYOND VOICE & DATA

2

Today's cloud voice solutions offer advanced features that go beyond voice and data. They provide advanced capabilities to help your business run more efficiently with combined unified communications, offering voice and video calling, colleague availability, messaging, conferencing and collaboration, whether you're a growing business or a multi-site organisation with complex contact centre requirements.

## DISASTER RECOVERY

3

Sometimes disaster can strike prompting 'In Case of Emergency' (ICE) procedures. Even if your business suffers a power outage or natural disaster, all of your data is stored safely in the cloud. Business calls are automatically re-routed to mobile phones or other locations instantly, and you can be assured in the knowledge that data won't be lost and can always be accessed.

## MOBILITY

4

Soft clients or apps can be added to almost any desktop or mobile device. This additional functionality extends your business network to remote workers without adding complexity or expensive hardware. Employees can work seamlessly, regardless of location on any device. Calls can be re-routed to mobile phones so that employees can make and receive calls from the same number they would use as if they were sitting at their desks.

## MONITORING, PERFORMANCE & MAINTENANCE

5

Because your technology partner provides 24/7/365 support, (rather than an internal or third-party company), you can mitigate the cost of having dedicated staff to service your solution. There's no need to take your service offline for maintenance or updates, drastically reducing business downtime. Your host service provider is able to manage problems and interruptions (including service updates) without impacting your business. Furthermore the enhanced automated reporting and analytics available at the click of a mouse make it easier to demonstrate the internal value of your service, and provide enhanced management reporting information that can improve your business performance across all departments.

Visit [our website](#) to find out more about our Business Voice solutions