

# Information Crib Sheet

## VoIP



### What is VoIP?

VoIP, or Voice over Internet Protocol, is the latest in office phone technology. VoIP simply uses the internet to connect; it also gives greater sound quality and has a securer connection.

### What are the benefits of VoIP?

- Increased Productivity

#### Access

Business VoIP users can take the office with them wherever they go, accessing the system via any internet connection. This anytime, anywhere access is crucial for a mobile workforce, accommodating workers stationed abroad, in transit, or simply telecommuting from home. With VoIP, users can check voicemail and email, access project data, and place calls; over a single network and using a single communication device

#### Integration

VoIP technology integrates with other communication technology, such as Customer Relationship Management (CRM) software and Outlook. CRM integration is essential to increasing productivity across sales and support functions. Some systems can automatically retrieve customer data on an incoming call so employees have a client's history at their fingertips as soon as they call in. Particularly in sales, the necessary information to target a pitch or track a customer's order status is available instantly, thus building a better relationship.

#### Flexibility

Business VoIP, especially hosted services, are very scaleable to a growing business' needs. Users can make changes to the system without relying on IT support or the service provider by making changes directly on an web portal. The portal allows users to set call routing preferences, add new phones, and even add new applications and functionality. Rearranging desktop phones is simply a matter of unplugging and moving them to another outlet, there's no PBX circuit-switching or re-wiring necessary.

#### Functionality

Many advanced functions, that are either a luxury or unavailable on PBX systems, come standard with VoIP. These features include advanced call forwarding and electronic messaging, custom auto-attendant, three-way conferencing, audio and video conferencing and advanced call distribution functions, such as skills-based call routing.

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**Business Phone Systems**

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- Lower cost of ownership

### **Lower startup costs**

Business VoIP systems do not require the initial investment in PBX and other expensive equipment.

### **Lower maintenance costs**

A streamlined communications infrastructure dramatically reduces maintenance costs. Aside from the inherent benefit of consolidating communications into a single network, a data network is more flexible and cheaper to maintain than circuitry and phone lines. iCS can take care of the VoIP system hardware off-premises, and on-premises systems feature user-friendly web portal for easy maintenance.

### **Lower monthly phone bills**

Since calls travel over the broadband connection rather than the PSTN, per call and long distance costs virtually disappear.

**Call iCS today to find out more about VoIP and hosted systems**

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