

## 5 Huge Reasons Why Your Business Should Switch to VoIP

Today, many businesses are choosing to unplug and go with VoIP technology. There are many advantages for using VoIP including cost effectiveness, greater productivity, and the incorporation of data, audio, and video all intertwined in one program. Here is an overview of five reasons that your business should make the switch to VoIP.

### 1. VoIP Reduces Cost

Businesses today depend upon telecommunications. Whether it is Internet, E-mail, Customer Service through telephone, online web applications, and E-mail, or whatever your IT business needs may be, VoIP offers to handle all of your needs with one application. Additionally, this reduces cost and increases productivity. VoIP also has combined with software applications that are perfect for many business needs. Software such as accounting programs, Email, and PC based applications help to save money by combining services.

The reduction in long distance charges is another great advantage for switching to VoIP for business needs. By combining data, video, and audio needs, companies save on bandwidth usage, which ultimately leads to financial savings.

### 2. VoIP is perfect for Call Centers

VoIP is slowly becoming the standard choice for Call Centers. VoIP offers some major benefits for Call Centers such as flexibility, cost efficiency, and enhanced customer service applications. For instance, in the past, a Call Center needed to be a stabilized facility equipped with many phone lines used by people who would physically be located in the Call Center. By using VoIP for your Call Center, not only is your main location easily relocated as your business expands, but you can hire employees virtually world wide. Larger companies take advantage of VoIP Call Centers by outsourcing work overseas where they can hire employees for less.

The Integration of data, audio, and web based features is another reason why businesses are opting for VoIP. Customer service calls are handled more efficiently with the integration of these three components. Not only are calls transferred more proficiently, but also greater care can be given to customers when Call Centers use integrated software platforms.

More Call Centers are taking advantage of the opportunity to hire employees world wide through VoIP services. Employees may work in different time zones, giving greater customer service benefits year round, and hiring home based employees is another way businesses are choosing to save money.

### 3. VoIP is better for Mobile Employees

Many companies employ mobile workers. Mobile Employees have typically used cell phones at the company's expense to stay in touch during the day. By utilizing VoIP Mobile Employees can remain virtually connected with the company, and the company saves money on fees.

When mobile employees rely on cell phones, many times a customer will call the main office, only to hear a message or be told the worker's cell phone number. This requires the customer to hang up and call the employee on their cell phone- increasing the chance that the employee will lose the sale. By using VoIP, a call is instantly routed to the mobile employee and productivity increases.

Since VoIP integrates many other technologies, including E-mail, mobile employees are able to conduct many more transactions with one application.

### 4. VoIP allows Real Time Global Conferencing

Global conferencing and training can put a burden on a business. Attempts to reach employees worldwide are not only expensive but time consuming as well. With VoIP technology businesses can avoid conferencing costs, and enable secure audio and videoconferences to offices worldwide. By reducing long distance costs, employees are also taking advantage of calling each other and corporate headquarters more frequently.

## 5. VoIP offers Flexibility that Ultimately Increases Productivity

VoIP allows greater flexibility. By using a standard VoIP Phone Adapter, you are able to take your telephone number with you. This allows greater productivity by allowing employees to conduct business overseas, while traveling, staying in hotels, etc. Your customers will be able to call you on your regular business phone number, and you won't have to use your cell phone.

Many VoIP services are fully integrated with PC applications such as fax and email. There is greater productivity when employees can integrate their email and phone services with one application. Conduct business with VoIP on your laptop, any time day or night.

With the option to get VoIP phone numbers with area codes throughout the country, and some world wide, businesses can expand by choosing local area codes for the city, state, or country they are targeting.

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### About the Author

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