

It's All About the ~~Base~~ VoIP

Choosing a powerful VoIP solution can be a great advantage for any business, however to get the most out of your system you should utilize an equally powerful provider that can and will provide analysis, feedback, suggestions and education. By adding this powerful encompassing support to your communications solution, your VoIP provider can provide insights to help you make better business communications and IT decisions. However the problem usually falls on the side of the user because they chose not to work with or communicate with the provider.

VoIP Quality

Packet sniffers, (*too much information*) which is the tech behind network analysis; allows the company that owns the VoIP service to monitor the quality of service (QoS). This allows you to keep tabs on your Internet protocols and your WAN's (Wide Area Network) performance. The number one qualifier for VoIP quality is your Internet. Since VoIP is dependent on the internet, it is crucial that your service provider is able to instantly find problems with the WAN that may adversely affect any call's quality. A monitored system can provide data on any outgoing or incoming calls and sends alerts about the system's QoS before any communication is severely interrupted. This software can also log data about past interactions over the WAN in a way that is searchable to ease the pains of troubleshooting. The first benefit of being able to utilize your IP data is being able to maintain and monitor the quality of that data through the power of analytic software. Also note that your IT person may need to be able to do some modem/router programming to match your providers signaling.

VoIP and Internet Analysis

VoIP and Internet analysis software allows the provider to inspect every packet of data that traverses the VoIP network. This ability opens a new world of analytics. By using analytic software that uses data collected from your VoIP solution, you can track and monitor network packets to get new insights on your Key Performance Indicator (KPI). These analytic programs also allow the provider to report on the information they have found, allowing approved personnel within your company to become privy to the analyzed data so that education and decisions may be implemented. These analytic programs can be used in conjunction with a BI (business intelligence) solution to glean specific information through data mining and querying to help you discover the patterns that are impacting your business. Who is watching Netflix in your office??? And truthfully we have reported on this for two customers.

VoIP Backup

Data analytics can also be used to keep your network safe. A solid analytics program will allow its user to verify and major modifications made to the system. This means no one will be able to add or disable a line without the network administrator's approval. Many data analytics are programmed to report any system misuse. Therefore, this powerful software will allow you to halt any suspicious activity seen on the network without disrupting incoming and outgoing communication.

Providing Business Communications, Traditional Phone Service, VoIP, Toll Free, International,
Fax2mail, Internet Connectivity, IT Cloud Network Design and Wiring, Consulting.

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The capabilities of VoIP seem endless. However to benefit from them, it is necessary to learn your VoIP system AND use the full potential of that system. Finding the best VoIP solution is the first step to maintaining a solid communications system. And your provider must be willing to provide suggestions, discover what your communication goals are and educate you on theirs,

VoIP Features

VoIP provides very powerful features that traditional voice does not, unless you pay for it above and beyond. Usually depending on the provider you can receive between fifteen to twenty-five features including individual voicemail. Others maybe music or announcement on hold, call forwarding, find me following, all of which show your customers that you are a dedicated player and that you have put effort into your communications system.

VoIP Accessories/add-ons

In addition to the features, there are many accessories that can be added to your solution. Such accessories like Auto Attendant (AA), hunt groups, enhanced call routing, Fax2Mail, day and night messaging, call reporting, and many others can benefit your business and your customers because you are providing a way to communicate with them even if there is a power or Internet outage.

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