

HOW TO CHOOSE THE BEST VoIP PROVIDER

VoIP (Voice over Internet Protocol) has become a popular choice for businesses in 2022. It allows the user to make and receive calls using a broadband internet connection and has become a far more cost-effective way for businesses to connect and communicate with customers. Here are the key considerations you must make when choosing a VoIP provider.



RATES

If your business operates internationally, you may be used to paying higher rates for calls. The switch to VoIP can offer massive cost savings in this area as calls are conducted over the internet so can be done for a fraction of the price or, in some instances, for free.

Be sure to discuss your needs and the rates of calls both nationally and internationally with your VoIP provider to make sure you are getting the best solution for your business.



DIALLING OPTIONS

Versatility is key when it comes to communications and there are a variety of ways that a VoIP phone system allows users to make calls. The most basic dialling option is using a hard phone system where calls can be placed through more traditional hardware-based setups, using handset, headsets or speakers.

Softphone systems provide similar functionality but exist as software that runs on your computer, using the connected microphone/headset/speakers to mimic the functions of a traditional phone.

Mobile softphones offer another level of flexibility, however not all VoIP providers offer this as a solution, or may not have a solution with the full suite of features. Get specific on what your team needs when choosing your provider so you can be sure you are getting all the functionality you require.



COLLABORATIVE FEATURES

Utilizing the features that allow your team members to collaborate in a variety of ways can be a game-changer, particularly if you have teams working remotely. The voice capabilities of VoIP phone systems have developed to allow for a whole host of collaborative tools, from instant messaging and video conferencing to screen and file sharing. Further capabilities can be experienced via third-party integrations.

Not all VoIP providers will offer the same quality or quantity of features. Find out if customisation is an option and what advanced collaboration tools are available to you as part of your package.



CALL MANAGEMENT

There is a multitude of features that can fall under the umbrella of Call Management, from call waiting, caller ID, call queuing, voicemail and three-way calling. As VoIP systems develop and advance, the tools they offer become more tailored for specific consumers.

What does your business need in terms of call management? If you want an efficient system that allows you to offer a greater experience for your customers, then make sure you will have access to the best possible VoIP solution.



THIRD-PARTY INTEGRATION

Having the ability to integrate your communication system with other business platforms is another tick for the pro column when debating a VoIP phone system. Linked systems can streamline processes and save time, benefitting both customers and employees.

When making a decision on a provider, ensuring that the platform integrates with tools such as your CRM software and email marketing service is crucial.



CALL QUALITY

There's no point in saving money on the cost of your calls if the quality of the calls is simply not good enough. Choosing a VoIP provider with a reliable and scalable network will ensure that you can enjoy quality calls, both for audio and video conferencing.

This will also reflect on the experience you are providing to your customers who want to be able to communicate with your team clearly and uninterrupted. For businesses in rural areas, checking the network used by the provider in that area is vital.



CUSTOMER SUPPORT

Any disruption to your communications system can be costly to businesses, as well as proving frustrating for your employees and customers. You need to know that, in the event of a service breakdown, your VoIP provider will offer the support you need to get your phone system back up and running quickly.

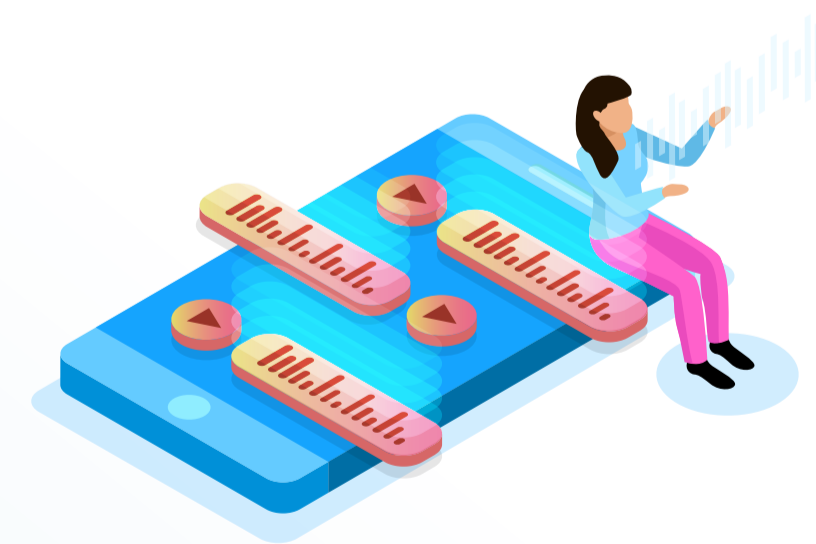
Taking into account the level of support you will need, is it important that the provider is based within the same time zone for example? Do they offer around the clock support or a live chat feature so that you can get the support you need when you need it? Who is your point of contact? What is the cost of any premium support add-on?



CYBER SECURITY

With cyber-crime on the rise, cyber security is more important than ever. Any part of your business connected to the internet is potentially at risk, including your VoIP system.

When choosing a VoIP provider, look for those that offer top-notch security solutions such as end to end encryption, multi-factor authentication and biometrics.



UNIFIED COMMUNICATIONS

Every business has different requirements and if you choose your provider wisely, you can have all of your communications unified in the one tidy system.

Simply put, your chat functionality, conference calls, emails, phone calls, video calls, and voicemail can all be integrated into one app. So if your business communicates over multiple channels, a unified system can mean these channels are used more strategically.

CONCLUSION

One Contact can provide a VoIP service that delivers on all of the above. Contact us today at sales@OneContact.ie or on **01 9060990** to get started.

