






Essential Features That Every Virtual Business Phone System Should Have



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Earlier this month, we published an article entitled Virtual Business Phone Systems – The What, The How & The Why, in which we explored the reasons why a virtual business phone system is by far the easiest, most affordable and most flexible method for your business to communicate with its customers.

As we learned, an internet-based business phone system significantly boosts productivity and supports hybrid workers without the hassle of wiring, licences, and installation.

So, in this eBook, you'll learn the key features your virtual business phone system simply must have to give your team the best tools and your customers the best experience.



VOIP FUNCTIONALITY

Voice over Internet Protocol is the best way to make and receive calls. It works via the internet – calls are cheaper, better quality, and so simple to set up and scale with your business.

ACCESSIBLE FROM MULTIPLE DEVICES

If your team members travel while working, you have remote employees or do hybrid work, you need a phone that works on lots of different kinds of devices. Access your virtual phone system on any device using an app on a wide variety of platforms such as PCs, Macs, laptops, and smartphones.

CLOUD BUSINESS PHONE SYSTEM NUMBER

Choosing the right number for customers to reach you is easy with a virtual phone system as it's not tied to a traditional geographical landline. You can opt for a number that's easy to remember, a local number, and even freephone and premium options.

CENTRALISED VOICE MESSAGING

Diverting all voicemails into one system means the whole team gets notified. Receive voice messages via email and even transcribe them to review quickly. Greater control over voicemails means quicker replies and less chance of messages getting lost.



INTEGRATION WITH YOUR CRM

Your team already uses a CRM, so integrating call details into a system they use means almost zero learning curve. Plus, all conversations over the phone are recorded and stored with the customer's other key data so there's no need to switch between apps.

CALL FORWARDING

Whether you need to forward a call to a specific person or a whole other department, call forwarding on a virtual phone system makes the call experience seamless for the customer. They don't have to call another number to reach the right person. Plus, it can reach remote and hybrid workers with ease.



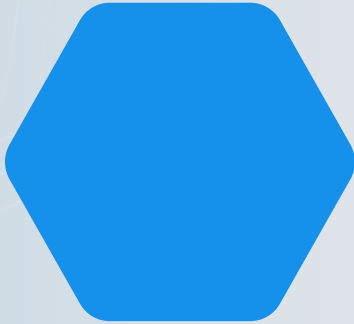
ACCESS TO CALL METRICS

The right virtual business phone system should track call trends, patterns, and key data. This allows you to learn more about your customers' behaviours and expectations. It helps you set customer service goals, too.

RECORD CALLS

Recording phone calls can help you when training new employees, as well as reviewing conversations if a situation escalates. It's also handy if you need to go over the information you may have forgotten.





INTERACTIVE VOICE RESPONSE

A caller using their keypad or voice can interact with an IVR menu when calling you so they can get through to the right person or department. You can customise the menu, too.

CALL MANAGEMENT

Managing your incoming calls automatically routes them according to available agents, the time of day, or according to a pattern you set. This is suitable for teams of any size and helps you answer calls quickly.

ON-HOLD MUSIC

A lack of on-hold music confuses callers, increasing the possibility that they will hang up. Choosing custom on-hold music means you have control over what customers hear as they wait – including business information or promotions.


CALL BARRING

Choose to block incoming calls from spam numbers, and outgoing calls to premium lines, with a call-barring feature. This gives you greater control over who your team is communicating with.

INSTANT MESSAGING

Not everyone finds it convenient to voice call. If your virtual business phone system includes video conferencing or instant messaging, it gives callers a wider variety of ways to communicate with you and your team. You can even host group calls and webinars easier.

ONE CONTACT IS YOUR PROVIDER OF VIRTUAL BUSINESS PHONE SYSTEMS



A virtual Business Phone System can revolutionise how your employees perform their jobs and how your customers interact with your business – and One Contact is the provider you need to acquire it.

When combined with our strong, stable and secure Business Broadband, our VoIP-based Business Phone Systems will elevate your business to a new level of productivity and success.

Get in touch with our friendly, experienced team today at sales@OneContact.ie or call **01 906 0990** to find out more.



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