

Voice over the internet: 10 reasons!

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However, according to Avaya Group's customer consultation document, there are 10 most important reasons for using IP phone (IP Telephony) or VoIP service.

Strategic navigation step of VoIP service providers and equipment

According to the forecasts of many experts, in the next few years there will be about US \$ 300 billion of investment capital for the telecommunications industry to be transferred to network equipment and services supporting IP Telephony solutions on LANs. and all-inclusive VoIP services on the WAN. Thanks to the timely appearance, network technology that supports IP Telephony and VoIP has influenced and strongly impacted the market of telecommunications services.

Diverse features - High economic efficiency

Most of the voice features of the traditional Public Switched Telephone Network (POTS-PSTN) have created a "name" in the telecommunications sector and become very familiar to us. The most outstanding features can be voicemail, call transfer between branches (call transfer), forward calls to some other phones (call forwarding) and talk to three hands (three-way calling). The cost of these features can be included in the cost of the phone system in the enterprise, or users have to pay user fees for these features in the form of separate services integrated on the subscriber number. Personal phone

With POTS phone system, individual systems must always be maintained to manage existing users on the system and information about them. Depending on the POTS phone system that the enterprise is using, the manager must gather the user's information and update this data into the selected list of the phone system.

Meanwhile, with the converged IP system, most (if not all) information of this type can be updated only once and stored (maintained) in a facility. homogeneous data. Whether enterprises are using ERP (Enterprise Resource Planning) or DBMS (Database Management Systems), the software still integrates with all relevant application systems in the enterprise when necessary, including all systems Current IP Telephony and VoIP systems, through the Application Programming Interface (API) communication.

Save on previous VoIP investment costs

Nowadays, most organizations and enterprises use (or possibly more) traditional phone system models, or have

converted them completely or partially into IP Telephony and VoIP systems to better support for business. If the enterprise has equipped digital equipment (such as PBX switchboard), it can save significant investment costs by reusing most of these devices with the new VoIP system.

Easy to maintain

Thanks to being able to root out redundant and redundant information systems, the main tasks of installing and managing IP Telephony and VoIP systems become easier. Managers of the phone system are provided with many effective and direct applications to support the many challenges they face. They not only manage data applications on computers but also phone systems or video conferencing (video conference) on the IP network platform.

Flexible and mobile

IP Softphone is a software solution called Internet phone for Windows computers. This software allows users to easily access real-time telecommunications services (with or without charges) and other advanced features that are simple to use: just click to dial call.

In an IP-based telecommunications network, employees can freely travel anywhere in the corporate office, connect a laptop to the network, start working and receiving / making calls. Although sitting in a "temporary" position, the staff is still provided with all the features available on the computer at the main desk.

Many attractive features



If you are a manager (network of computing or telecommunications in the enterprise) and still skeptical about the advantages of VoIP such as reducing communication costs; the ability to easily integrate data, voice and video systems; The database has centralized control; Improved mobile features save time and costs . there is probably nothing that can convince you to switch to using this solution.

But just in case you are facing a barrier and are not sure which path to follow, think about the "alcoholic

emergence" phenomenon of SIP (Session Initiation Protocol) - allowing multiple applications. New hardware devices easily deploy VoIP solutions on LAN, WAN or Internet. Most modems and ADSL routers now support VoIP and SIP protocol, small and medium enterprises can quickly deploy Internet phone model through Internet connection with free VoIP services such as IPTel, DrayTel, MediaRing, IPTEL, Voice777 .

Comprehensive management capabilities

IP-based telecommunication networks always provide an effective platform for comprehensive management of the system. Therefore, you have the ability to control details of each bit of data being transmitted on the IP Telephony network (LAN) or VoIP network (WAN).

Similarly, you can use specialized tools, such as Avaya's EXPERT Systems Diagnostics diagnostic tool, to quickly detect and fix network problems. These tools also support on-site or remote monitoring. In these dedicated networks (IP-based telecommunications networks), voice quality can reach 99.99%. This number does not mean that "trouble never happens" but in an IP converged network environment, the ability to detect symptoms early and change settings before any problems occur. Out has been significantly improved.

Real-time collaboration

If you are still skeptical about the benefits that IP Telephony and VoIP offer, consider the following fact: VoIP operates on an IP-based platform and many web applications that previously could only operate on the Internet are Now works on IP-based networks. Users can access the necessary websites right from the IP phone or put special links on the homepage of the phone they are using. Currently, there are many Web-HTML-based applications suitable for operating on IP phones.

Users can add Tel phone solution with Video Telephony Solution with IP-based video application software, thereby allowing a desktop or laptop to simulate an IP phone in the office. The quality of images and sounds when used on the internal network is often better when used via an Internet connection because it is rare to see the delay of the sound or video.

Use reasonable bandwidth

Many users mistakenly believe that when adding IP Telephony and VoIP solutions to the enterprise's computer network, the existing network will not provide enough bandwidth to support this change. However, the fact that computer data traffic (not voice data) on telecom network usually accounts for only about 30% of the system bandwidth.

In terms of LAN, failure isolation is provided through switches, helping to maintain a stable mode for network operation. If any "dead spots" (chokepoint) are detected, they can be fixed almost immediately by changing the connection points or doing what the network managers call "load balancing." "(load balancing). However, the IP background management system will notify you of this before it becomes a problem.

In terms of WAN, the ability to download data (bandwidth) needs more attention. WAN bandwidth is often evaluated based on how many Digital Service Channels (Digital Service Channels - DSOs) are supported.

Reduce the cost of long distance phone

If an enterprise has many offices far away from each other (in other cities, provinces or countries), VoIP will help to significantly save the cost of long distance calls between these offices. All businesses need to do is to add

appropriate hardware and software solutions to their existing computer network.

With a complete VoIP system, businesses can even deploy smart call forwarding solutions that allow "limited" direct long distance calls from an area (province, city or country).) to another area (both areas must have the office of this enterprise) by transferring voice data through internal VoIP network and then forwarding to PSTN system.

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