

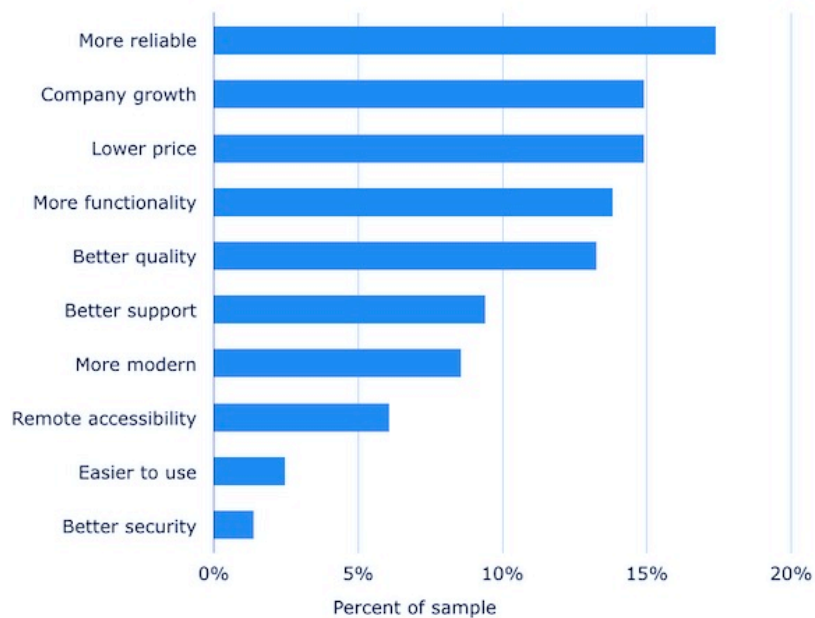
## What is VoIP?

Voice over IP or VoIP is a group of technologies and a methodology for delivery of voice and multimedia over Internet Protocol (IP) networks, such as the Internet. VoIP is also commonly referred to as broadband telephony, IP telephony, Internet telephony, and broadband phone service. VoIP is increasingly being used in business applications, particularly because of its lower cost and increased functionality as compared to traditional telephony solutions.

## Getting to Know Cloud-Based Business VoIP System

In 2014, Software Advice, a research firm, conducted an in-depth study comprising of 362 businesses regarding their needs pertaining to VoIP business phone system<sup>1</sup>. According to the results, 17 percent of participants complained about the problems with their current phone system, stating that connectivity problems and dropped calls were the primary reason they considered switching to VoIP system. Another 15 percent noted that they had reached their current system’s maximum capacity or were in need of a system that was scalable.

The top reason for purchasing VoIP solutions were as follows:



**Figure 1 Reasons small businesses opt for VoIP solutions. SOURCE: Software Advice**

<sup>1</sup>[Software Advice, VoIP Small Business BuyerView 2014.](#)

## What is Cloud Based VOIP Phone System?

Cloud communication, with the rise of the Internet and modern technology, is the newest trend in terms with how businesses can communicate effectively. Through the past years, the traditional in-house phone systems have been tested and proven to be challenging and hard for most businesses to maintain. Now, it is no longer an ordeal to maintain and make the businesses communicate much better.

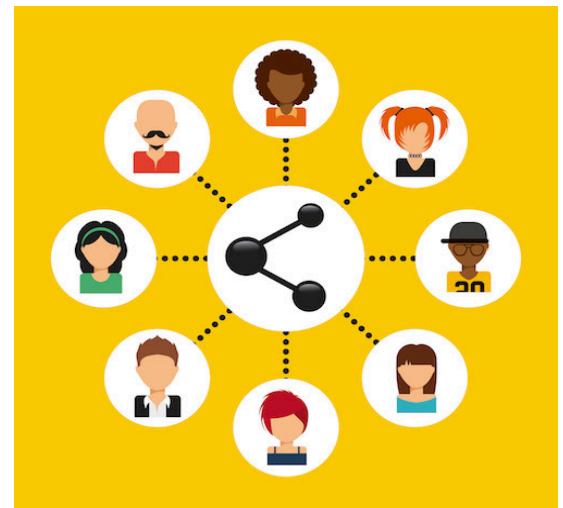
Cloud based phone system is proving to be easy to use and powerful with all its functional features. This phone system is a platform for communications where the applications sit out right there in the cloud/ remote location and is completely maintained and managed by the phone service provider. Faxing, sharing important documents, setting up appointment with clients in different time zones, managing multiple client accounts online are some of the challenges faced everyday at any given office. The use of the managed cloud phone system, eases the pressure by being at your service 24/7.

### Provides Best Customer Service

Cloud based VOIP phone system is maintained and managed by phone service provider, letting you focus on your business and meet all the urgent needs of your clients.

### All-Inclusive Features

Assign extensions on your local number or toll free number and direct calls to specific department, location or person needed. As the phone line is connected to the Internet, you can modify your business phone setting and preferences online with logging into your account. This is something you will never get to enjoy with traditional telephone system.



**Move to Cloud VOIP Phone Service and Start Saving on Phone Bills Today.**

## 10 Best Cloud Based VOIP Phone System Features

**1. Auto Attendant**- Do you feel like you need someone to man the phones all the time? Then VoIP can do this for you – you can easily set up an auto attendant receptionist redirecting the caller to the specific department needed. For example, “To speak to our sales team, press 3”, ensuring that nobody gets caught up speaking to the wrong person or agent.

**2. Custom Greeting** - Likewise, you can arrange a professional sounding greeting so that every time a caller phones up they can be greeted with specific greeting especially designed to meet your customers.

**3. Music on Hold**- Want to have the old classic music playing whilst people are on hold and waiting to get through? Then VoIP allows you to do this, too. It’s easier to get people to wait around to speak to your team, if they have something pleasant to listen to rather than a beep or silence!

**4. Time Based Routing**-Use the phone system during the day and at night. Route calls to various locations based on time

**5. Toll Free or Local Phone Numbers**-You can set up both toll free and local number, which gives a lot of versatility in making customers decide to call you up.

**6. Call Transfer**-Got a call coming through that need more information? Transfer calls to a more experienced or specific member of staff with just a few clicks.

**7. Do Not Disturb**-Busy at the moment and cannot take a call? Then you can make sure that all calls are rejected, allowing you to get a bit of peace and quiet from the phone ringing! A very useful feature during conferences, meetings and lunchtime.

**8. Call Queue**-Have you got too many people wanting to talk your ear off? Then set up a queue so that no caller is left unattended! Distribute the incoming call traffic and attend all your clients in the order received.

**9. Incoming Fax to Email**-VOIP enables your local and toll free numbers to receive and forward faxes directly to your email in-box in a PDF format. It lets you access fax through email on the go on your smart phone.

**10. Follow Me**-Follow me refer to the ability to be always approachable by the customers. Receive calls on preferred number when away from the office phone or extension. When the call comes in, it’s redirected to ring on the given preferred number, without letting the caller know whether you are in the office or have stepped out

## Cebod Telecom Cloud Based VOIP Phone System

Cebod Telecom's business phone system empowers your business with cost effective, reliable, enterprise-level voice quality, business PBX features, local and long distance calling, Internet service with online account management. Various phone service plans and pricing are available at no additional cost, which avoids putting financial burden on your already-tight budget.

Cebod Telecom's phone system can become operational within 5 minutes. You can get phone lines with toll-free or local numbers, setup greetings, extensions, IVR, and call forwarding options easily online—**simply plug-and-play your phone system.**

### Advantages of Cebod Telecom Virtual Business Phone System

- ✓ Pre-configured VoIP phones; no setup or maintenance is needed
- ✓ Manage your account online
- ✓ Set extensions for departments and employees
- ✓ Create customer phone greetings
- ✓ Set up call routing
- ✓ Create custom Interactive Voice Response (IVR)
- ✓ Set up traditional or eFax
- ✓ Receive fax in your email
- ✓ Receive voicemail in your email
- ✓ Call Recording, Auto Attendant, Group Calling, Conference Calling, and more



**For more information on how your business can benefit from Cebod Telecom VoIP Business Phone System, please visit our website at**

**[www.cebodtelecom.com](http://www.cebodtelecom.com) or call 1-800-839-3817 for a free demo.**