

7 VOIP SETUP TIPS FOR A MORE PRODUCTIVE OFFICE

TIPS AND TRICKS

1

CHECK NETWORK CAPABILITIES

The quality of a VoIP call depends on your internet connection. Too many lost packets indicate that your conversation won't be clear.

VoIP QoS prioritises network traffic passing through a router to provide acceptable-to-good service to users. Quality of service, therefore, helps address voice quality issues within a virtual phone system.

PRIORITISE VOIP SOFTWARE USING QOS RULES

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3

PROVIDE QUALITY HEADSETS

Professional headsets offer clearer, more comfortable communication.

This allows users to combine both aspects of both the sequential and simultaneous ringing sequence options.

SET UP DEPARTMENTS & RING GROUPS

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5

CREATE YOUR COMPANY DIRECTORY

Directories list names, addresses and telephone numbers of individuals, organisations, or companies.

The voicemail to email cloud phone system feature can make you and your team more responsive, flexible, and available to customers and prospects.

SET UP VOICEMAIL & VM TO EMAIL

6

7

TRAIN STAFF ON CALL HANDLING

To greeting the customer, troubleshooting, diagnosing the issue, providing an effective resolution, and saying goodbye to the customer.

"LET OUR PASSION FOR TECHNOLOGY AND ENTHUSIASM FOR DELIVERING A
FIRST-CLASS SERVICE HELP KEEP YOUR BUSINESS SECURE"

