

Communication is essential requirements for running a business company and VoIP, as a solution, provides rich features, while keeping the price reasonable.



An efficient communication is one of the main factor contributing to success of the business. Business environment demands information gathering, planning, resource alignment, vendor alignment, execution, delivery, analysis and maintenance. Each of this individual process requires communication within business teams and with the external world. In time, technology advancement changed the communication model itself to meet the end user requirements, and thus business requirements. Today's communication requirements like seamless connectivity, real time communication, high data speed, always on, data sharing, etc. has been achieved with IP-connectivity and evaluation of voice of IP (VoIP). VoIP is providing much richer communication functionality while resolving many of the legacy communication setbacks.

VoIP features:

1. Call pickup: VoIP provides incoming call to an enterprise to be attendant by an operator and then to divert to a desired team seamlessly. Additionally, this can be achieved by using softphone or hard-phone with multi-line support.

2. Auto attendant call transfer: VoIP provides incoming call to an enterprise to be automatic diversion to desired number based on time and events.

3. Call Parking: Any user on VoIP call communicating via particular mobile/handset/phone, can park the call for a while, and can again join the same call from different device and location, without disconnecting the original call.

4. Do Not Disturb: This feature of VoIP solution helps to temporary suspends any incoming call while he or she is busy in some High-important meeting or else. No only this, users will be receiving call details as who has attempted to call during his busy hour so that he could call back, if needed.

5. Voicemail: Voicemail feature is there for last time for mobile user. The enhanced functionality of Voicemail feature of a VoIP solution helps business in receiving incoming call attempts to deposit records voice and to retrieve them latter, along with capability to received recorded voice file over email and they are end user controlled.

6. Call hunting: This feature of VoIP allows the business to answer the call from his mobile or desktop or any softphone. This feature can be further enhanced so that calls are directed to business team groups, so that incoming call is never missed. Either team member can pick the incoming call if the person it is for is not currently available.

Some history:

Communication over IP-network commonly referred a VoIP has started developing rapidly in the last 10 years. With technology growth, mobile phones with IP-connectivity are now common as we all have access to internet. With this, the VoIP as voice solution has been supported by international standards organizations like IETF/ITU-T/3GPP on various supportive underline protocol development like SIP (session initiation protocol), H.323, MEGACO/MGCF, etc. In this SIP and H.323 are the end to end communication protocol for VoIP whereas MEGACO & MGCP are the supporting protocol for voice communication between IP-network and non-IP network.

Implementations:

VoIP solution as voice service has not only become a standard of mobile technology for end-users/customers, but it has also occupied major place within enterprises, right from small business, medium business, to a business of large scale. VoIP not only provides voice features but also supports real time audio-video experience for efficient business communication and information sharing. Below are few VoIP features and their solution which is desired for small and medium businesses

- VoIP within your enterprise/business network: Communication within business team at same or different geographical location, within their own private network, can be done efficiently with VoIP solution for audio, video or chat-messenger, while showing the

presence status. The presence feature of VoIP shows not only the current availability of the colleague, but it also lets you track their phone history.

- VoIP outside private network and across the globe: VoIP helps to establish communication outside your private network by keeping the network topology hidden. The security feature like IPsec keeps the calls secure from getting tapped over public network. Employee or member of a business team can connect to their private network resource from outside via any VPN solution. On top of this secure connection, he can also receive or originate audio and video call using softphone from his ported desktop softphone phone. With this, he can also even make call to their other team at international location.
- Communication with Non-IP network: VoIP solution also supports audio and video call between IP-network and PSTN and Mobile network.
- VoIP Conference and conference bridge: In business, we often need to have face to face human interaction. It does not matter if it is for meetings, planning, document sharing, discussions or something else. To business organizations with presence in different countries or states, travelling is not an efficient option. VoIP supports video conference calls so two or more teams can have audio and video conversation anytime. During conference calls members can also share documents, records, save the sessions for future use and share their desktops as well.

VoIP can be used on:

Hardphones - it is a phone that very much resembles the normal desk phone except that it is connected to internet and has more features. It is cheaper than legacy pbx system but still requires cabling and setup.

VoIP Softphone for desktop: VoIP solution has replaced the dependency over having desk phone. This eliminates the needed of having hard phone, all type of cabling and internal PBX system. It is cost affective and very quick to setup. Only single admin user is needed to setup and configure multiple softphone and can have n-numbers of internal private numbers. The downside is that it looks unprofessional and is dependent on you PC.

Mobile solution. There are numerous applications for both Android and IOS that can be used to make VOIP calls from your phone. The down side is that you will need a stable internet connection and

mobile plan with good internet. There are also few solutions like the app [Pindo](#) that work without internet access and are a bit more stable by my opinion.