Helpful information when considering a phone system change
Frequently Asked Questions – Phone and VOIP Systems

A customer experience usually starts with the first phone call to your business. It is considered good customer service to answer a phone call within 2-5 rings. At PacStates we want to help you create the BEST customer experience possible for those that call your business and save valuable time for all and we'd like to help you increase your customer experience and help your business grow.

In a fast-paced and mobile world of business everyone wants to get the answers they need as quickly as possible and don't have time to waste.

85% of companies say approx. 65% of the callers knows whom they want to talk to before they dial the phone number. These callers also said they would prefer a direct option to reach the person they want to speak to and 100% of callers would prefer to be placed on hold.

We understand that making changes to any business phone system may be confusing, especially when the changes are technical or long-standing practices. For over 30 years we have been here to assist our clients by listening effectively, asking a few questions and creating a personalize highly-effective call flow experience through a seamless implementation process.

To help you get started in the process, we've listed a series of frequently asked questions many of our clients have asked while considering phone system changes. Please call and allow us to help you increase your customer call experience, satisfaction, and ratings.

- Is VoIP cheaper than a landline?
  - Typically VOIP is less expensive and more effective than a landline.
    - the VoIP voice service uses your existing internet connection rather than requiring a dedicated separate copper line.
    - Most providers include virtually unlimited long distance calling
    - VoIP service doesn't require dedicated interface cards / ports
    - VOIP clients are not bound to any one phone or location, therefore they are more likely to receive more calls and less missed opportunities for new business.

- Is VoIP service more flexible
  - VoIP services is more flexible and
    - Especially when compared to a Primary Rate Interface (PRI) service. The PRI provide 23 voice circuits and 1 Data circuit to provide call control. If your call volume reports indicate you need more lines or call capacity, you have:
      - Order the PRI service that can take up to 60 – 90 days
      - Purchase a PRI interface card to connect the PRI to the phone system.
    - With VoIP services, you can add or delete the services you require one at a time.
      - So initially you may not need all 23 voice circuits, you can implement and pay for only what you need. Therefore, saving money initially.
      - As you grow and require more VoIP sessions, you can add one at a time, with no interface card limit.

- Can I port my existing numbers to VoIP service?
    - Yes!
        - Porting is the process of transferring phone numbers from one provider to another.
        - This process is a process and takes time and diligence

- What are the most common challenges of implementing a VoIP system?
    - Stable internet is mandatory
        - VoIP calls do not typically take up a lot of bandwidth per active call, but the call quality is very dependent on minimal latency, Jitter, and Packet Loss.
    - Latency
        - which is a delay and lag time
    - Jitter,
        - while directly related to latency, jitter is not quite the exact same thing as latency. In fact, Cisco defines Jitter as "a variation in the delay of received packets," meaning that Jitter is actually a differentiation within the latency (or delay) between each data packet.
    - Packet loss
        - VoIP services convert your voice, or sound information into packets of data. Everything sent over the internet is transmitted as a "packet" of information, or data. So packet loss is the loss of voice data packets as they are traveling through the network.

    - What affects Latency, Jitter and packet loss:
        - Network Hardware, cheaper network switches with poor processing power, and wireless networks.
        - Network software configurations such as fire walls and NAT settings and session boarder controllers (SBC)
        - Network congestion caused by poor network management and protocols such as DHCP and VLANS
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- How reliable is VoIP?
    - VoIP is reliable as long as:
        - You have stable high-speed internet
        - You have a quality local area network (LAN) network configured to support VoIP voice protocols.

- Is VoIP as reliable as a landline?
    - Landlines have been known for call quality and minimal outages. However, most copper line infrastructure is original and very old and is now being abandoned and not kept up, so outages are more frequent.
    - VoIP service typically have a reroute provision, so if you are having internet issues your calls are routed to an alternative back up destination. Therefore, helping to safeguard against local power outages and landline issues.

- How are VoIP phones connected and powered?
    - A VoIP phone is connected via an ethernet connection to your local area network (LAN) switch that connect through the internet to your provider.
    - A VoIP phone requires power to operate, you can provide power by:
        - Installing a Power Over Ethernet (POE) network switch that provides the required power to the phone.
        - Installing a local power adapter that plugs into a power outlet.

- Are two (2) ethernet cables required per desktop set up with PC and VoIP Phone?
    - No, only one (1) ethernet cable is required per desktop setup. VoIP phones come with a 10/100/1000 built in network switch that allows you to plug your ethernet cable from the wall (directly connected to your POE network switch), then install an ethernet patch cord from your phone port to your PC.
    - For new office tenant improvements and office remodels, this alone could save considerable expense, cutting your cable infrastructure costs in one-half.

- Are VoIP calls free?
    - This depends on your provider.
    - Many providers bundle in unlimited inbound and outbound calling. Those that do not include unlimited, are basically virtually unlimited with the amount of minutes included.
- Is a Phone system the best choices

At PacStates, our team of experts is always available to answer any of your business questions, usually in a straightforward and simple conversation. Give us a call at (775) 828-2020!