90 Best
VoIP Features
To Grow Your Business

SUMMARY

Gone are the days when landline phones were the main source for many businesses and households to communicate virtually. With the increasing popularity of business phone systems, people have inclined towards **VoIP services** and solutions to have seamless communication. Hence, we have covered the top **VoIP features** that help businesses improve their communication.

VoIP (Voice over Internet Protocol) is turning into an indispensable asset for enterprises. As analog phone systems take a back seat in the world of communication, business VoIP solutions are powering ahead, riding on the flexibility, portability, cost-effectiveness, and variety of collaboration tools they offer.

VoIP software solutions refer to a communication technology that uses the internet to make and receive calls. However, most cutting-edge VoIP systems today do much more than facilitate voice calls. **VoIP phone systems** come packed with a laundry list of features that no other communication solution can match. While features like call hold, transfers, and forwarding have become common offerings among **VoIP systems,** advanced systems even provide predictive dialers, analytics, call management features, and more.

VoIP has turned into such a feature-rich communication and collaboration system that businesses now enjoy the option of picking and choosing what fits their requirements the most. In this blog, we will walk you through an exhaustive list of VoIP business solution features, so that you can take an informed decision on what to incorporate into your enterprise VoIP system.

THE TOP 90 VOIP FEATURES TO CHOOSE FROM

1 ## Auto Dialers

Using this service, users can automatically dial phone numbers that are saved on their pre-set phone list. Auto dialers come as a standard, must-have feature with every **VoIP business phone system.**

2 ## Automatic Call Distribution

This tool is most suited for businesses like contact centers that have a high volume of incoming calls and need to distribute them to specified agents or customer service employees. This feature also comes as a default add-on with most VoIP telephony solutions.

3 ## Text Messaging

This feature enables enterprises to send text messages using their provider application to any number on their customer database. This comes as a default feature with most **VoIP phone systems**. However, some VoIP service providers can put a limit on the number of text messages that a business can send out. Alternatively, some service providers offer text messaging as a paid feature.

4 Anonymous Call Rejection

Using this feature, users can block all calls from numbers that come with anonymous or unlisted caller ID information. While this feature is available by default on most **VoIP phone solutions**, it has to be manually activated before it can be put to use.

5 Busy Call Forwarding

The busy call forwarding feature empowers enterprises to automatically forward calls to an alternative agent if the first number is busy. This feature comes with a nominal charge on most **VoIP phones** and is especially useful for contact centers and other businesses with customer service profiles.

6 Call Analytics

This is an advanced feature offered by premium VoIP application development services that enable the collection, analysis, and reporting of incoming and outgoing call data. Using these analytics, organizations can measure their performance as well as customer experiences.
Call analytics uses several key performance indicators (KPIs) to track, measure, and visualize the important metrics for enterprises and this is usually done in real-time. While a few **VoIP phones** may offer this as a default feature, it usually comes as an add-on paid service with most solutions.

7 Auto Attendant

It takes a lot of attentiveness and effectiveness for customer service executives to handle calls seamlessly all day. **VoIP phone systems** lend a helping hand by providing an auto-attendant service that helps answer, escalate, and route all incoming calls with poise and élan. With this feature, organizations like contact centers don't need an always-on-call and highly vigilant human switchboard operator. Instead, the VoIP phone provides them with an equally efficient virtual receptionist, helping them save costs, save their agents' efforts, and keep their customers happy.

8 Call Notify

Enterprises must respond to important calls promptly and efficiently. Call Notify makes this task easier by sending an email notification to an employee receiving a call. Businesses can optimize this feature by defining a specific set of criteria about important calls that need to be notified. For instance, if a high-value customer calls a bank, then the account manager will be notified immediately.

9 Call Parking

With call parking, an incoming customer call can be placed on hold till the concerned or right person is available to answer the call. This feature is highly beneficial as it allows customer service teams to answer or make priority calls, while the others are parked to be answered later. A phone conversation can be continued without interruption even if phone lines are switched
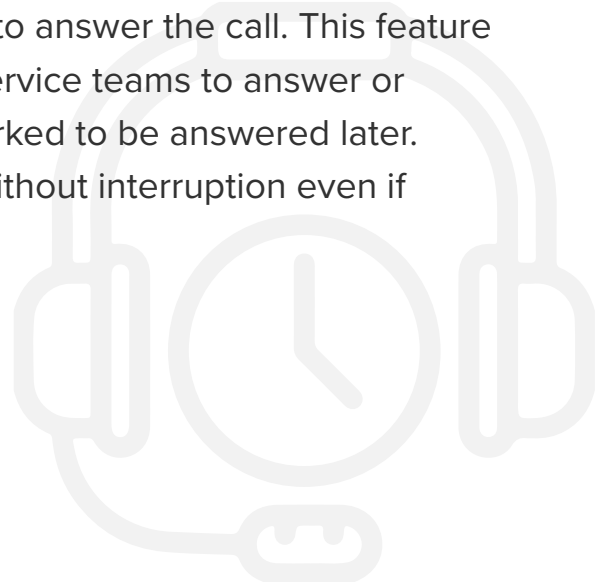
10 Call Presence

It is easy to annoy your customers. And one of the topmost things that put customers off is when they call a business number and are transferred to a busy line. This irritant can be done away with if your VoIP software is powered by Call Presence. This feature gives businesses visibility into the phone status of everyone in their organization. With just one quick look, they get a clear idea of which agent is busy handling a call and who is free to take up a call.

11 Call Queuing

This feature is critical for businesses like contact centers that receive calls in huge volumes, as it enables them to automate the distribution of incoming calls. Using this feature, they can organize their staff and their departments into groups to effectively handle all inbound calls. It is beneficial for customers as well as call queuing drastically reduces waiting time and allows customer service executives to handle more calls.

12 Call Pulling

This feature provides organizations the power to move a phone conversation from one device to another without a glitch. Customer service executives can switch devices and carry their conversations even when they are on the move. For instance, a customer service agent may receive a call on a laptop which they can move to their smartphone without the customer even noticing.

13 Busy Lamp Field

This is an extremely handy feature that enables organizations to determine which of their customer service agents are available to take a call. Using the power of SIP, the VoIP phone system can determine whether a certain phone line is busy. If so, light is displayed on your **VoIP phone** for that particular line. While most service providers offer BLF as a default feature, it may have to be manually set up to use.

14 IVR

The Interactive Voice Response (IVR) feature allows customers to listen and interact with a company's real-time voice menu. The caller can pick from several options by either pressing certain digits on their dial pad or by interacting verbally with the service.

15 Mobile App

VoIP business solutions are powered more by software than hardware. This means enterprises can install their voice app on any internet-enabled device — be a desktop, laptop, tablet, or smartphone. VoIP on mobile apps has revolutionized business communication as employees can connect and collaborate with their teammates remotely as well as on the go.

16 Number Porting

Do you have a phone number from your pre-VoIP days that your customers know backward and you don't want to forego? Custom VoIP solutions have you covered. They are all businesses to retain old numbers which could belong to any service provider. These numbers can be easily ported to the new **VoIP systems** and thus rid organizations of the trouble of alerting their existing customers about a number change.

17 SIP Trunking

Session Initiation Protocol or SIP trunking provisions VoIP connectivity between an on-premise and a PSTN (public switched telephone network) system. SIP has become one of the most common protocols to be used in **VoIP technology**, as this application layer protocol works in conjunction with other such protocols to control multimedia communication sessions over the internet.

18 Softphone

With softphones, business communication has gone completely virtual. A softphone is not a physical phone. It's a software program or app that uses VoIP to make and receive calls over the Internet. It's designed to have a user interface that mimics traditional phones. The software program can be installed on any communication device, and it works as a virtual phone that allows you to call any telephone number without needing a physical telephone. All you need is an internet connection, a laptop, or a mobile device.

19 Three-way Calling or Conference Bridge

Imagine your business runs into a problem that cannot be resolved by two people collaborating. You need that third key person to come on board to resolve the issue. In such a scenario, VoIP's three-way calling is just what the doctor ordered for you. This feature allows three parties to come on a call together to resolve business glitches in a faster, and more productive manner.

20 Priority Alerts

This is an advanced VoIP feature that gives users key intelligence and insights into every incoming call. For instance, a user can configure the phone to ring with a specific tone when a specific, high-priority, or valued customer is calling. This way your customer service executives are well prepared for important incoming calls and can bring up all the relevant information needed to stay on top of the conversation.

21 Push-to-Talk

This VoIP feature essentially works like a traditional intercom system. All a user does is push a button to connect with colleagues and get instant and important updates from them. This avoids the hassle of dialing long-drawn numbers and therefore, boosts organizational productivity.

22   Speed Dial

If there is a number that you call several times a day for your business-related tasks then you can simply put it on speed dial. This way, you have to dial a shorter number sequence to reach the person almost instantly, without hunting out the number from your contact list.

23   Voicemail

There may be many instances when you are unable to answer a call. Fret not, as you will never miss out on an important customer call with VoIP's voicemail feature. It provides callers with the facility to leave a message for you on voicemail. This also makes callers feel important and allows you to respond to a customer even though you missed their call. VoIP's voicemail allows callers to leave short audio messages, after which the agent is notified about the message.

24   Voicemail Forwarding

At times a voicemail could be received on a certain device while the customer service executive was using another device. Alternatively, a voicemail message might have to be sent to an entire group of people. Both these options can be enabled using voicemail forwarding.

25   Voicemail to Email

In today's cut-throat business environment, it is not advisable to leave voicemail messages unattended for very long. This is where VoIP's voicemail to email comes in handy for enterprises, as it automatically sends voicemail messages to the inbox of agents so that they can take swift action on it.

26   Voicemail to Text

When you are listening to a voicemail message, it is easy to miss out on key details like names, numbers, addresses, and other relevant information. VoIP resolves this issue with its voicemail to text transcription feature. This way you have your voicemail message in the form of a text, making it easier for you to take appropriate action on the call.

27   E911

This is VoIP's version of the emergency 911 service. Since traditional PSTN landlines are registered to a single location, they are synced to emergency call services by default. However, this service is not available for internet phones. However, with Enhanced 911, location accuracy is provided to internet phones using VoIP location registration and other technologies. E911 efficiency is comparable to that provided by landline phones. **VoIP service providers** usually charge a minimal fee to provide this service.

28   Hot Desking

Enterprises that avail of this feature don't have to keep their contact center agents tied to one workstation. They could be seated anywhere and all their saved recordings and notes will move them to the location from where they sign in from. This is usually a default feature that comes free with VoIP services.

29 Video Conferencing

When people work out of remote locations as they did during the pandemic, video conferencing can be a vital tool in helping them communicate and collaborate effectively. They can conduct face-to-face online meetings to work seamlessly. Product demos and contract negotiations can become smooth sailing events when you are on a video conference platform.

30 VoIP Switchboard

This is a control panel that is used to receive, send, and transfer calls via the internet. Using this feature, your workforce can keep communication and collaboration going even when they are working from a remote location or are on the go.

We are still not done with listing the exhaustive features that power VoIP phone systems. Here are 30 more exciting VoIP software development features to look out for.

Features that Make VoIP phones a Must-Have for Businesses

31 Call Analytics

This feature facilitates the collection, analysis, and reporting of real-time and historical data of incoming and outgoing calls. Using these insights, VoIP solutions providers can measure customer experiences and other KPIs. It can also help gauge the performance of call center agents, enabling businesses to improve the quality of agent communication. Call analytics is not freely available with most VoIP systems and often comes with premium pricing. It is usually provided by **custom VoIP development** companies.

32 Call Barge

Using these features, VoIP development services companies can enable call center supervisors to listen in on calls between their agents and customers. Call Barge also allows the supervisors to intervene in the call if the agent meets with a roadblock. Using this conference calling facility, the supervisor can talk to both the agent as well as the customer. This feature usually comes as a default setting in most VoIP phone systems.

33 Call Blasting

This feature is a great asset to call centers as they can use it to contact large groups of people in one go. It makes work easy and also saves them resources, as their VoIP system does the job of multiple agents in one shot. This is a paid feature, call centers usually opt for a pay-as-you-go structure – avail of.

34 Call Flip

This is proving to be a critically important feature for businesses whose employees are constantly on the move. Using Call Flip, a call can be transferred from one device to another with ease. This could mean that an agent picks up a call on his desk phone and transfers it to a mobile device if they have to step out of the office. This feature usually comes as a default setting and has to be manually activated by users.

35 Call Masking

This VoIP technology enables the actual phone number from where a call is being made to stay hidden while a different number appears on the caller ID. For instance, many users do not answer calls from numbers that look like they belong to a contact center. In such a case, businesses can configure their system to display the calling number as a personal one. This feature is widely used by call centers.

36 Call Hunting

This is another VoIP development feature that is particularly handy for businesses that get a constant stream of customer calls. Using Call Hunting, an incoming call made to one telephone number can be distributed to multiple phone lines of customer service agents. This is mostly an add-on feature that enterprises have to opt for.

37 Call Notify

Businesses that opt for this feature can tie their incoming customer calls with their agents' emails. If a high-value customer calls then a specific agent – who is most adept at resolving their query – will receive an email about the inbound call. Most call center companies avail of this feature to cater to their valued customers.

38 Call Monitoring

This is another feature that call center supervisors can tap into to listen to how effectively their agents communicate with customers. It plays a valuable role in training agents, correcting their mistakes, and also at improving customer experiences. This is a standard VoIP phone feature that is offered by most providers.

39 Call Recording

As the name suggests, VoIP phone systems empower businesses to record phone calls and thereby improve customer service and company performance. Call recordings enable organizations to refer back to call to coach and train their agents and other staff, set quality standards, and improve customer retention and revenue generation.

40 Call Screening

This feature empowers businesses to gauge the importance of a call based on the number it is coming from. Using this facility, enterprises can ignore spam calls and prioritize calls coming from important customers. They can make smart decisions on whether to accept or reject a call. Call Screening uses caller IDs to filter what calls to accept, decline, treat as priority or send to the voicemail. It helps filter unwanted calls and saves a company's time and resources.

41 Call Tracking

This feature enables organizations to find out how a customer located their business. And this information, in turn, can help them understand the effectiveness of specific ad campaigns and marketing strategies. This isn't a feature that comes in the default list of VoIP phones and needs to be added on.

42 Call Takeover

This is another feature that tops the must-have list for call centers. Using Call Takeover, supervisors who are listening to an interaction between a customer and their agent can intervene and take over the call if they find that the agent is unable to provide suitable solutions and answers to the customer. All major VoIP service providers offer this feature.

43 Call Whisper

While some VoIP features allow supervisors to simply listen to an agent's customer conversation, Call Whisper allows them to talk to and coach the agent during the call. This conversation stays limited to the supervisor and the agent and is not audible to the customer. This is a valuable feature to train and guide new agents while they are learning the ropes of the job.

44 Campaign Performance Analytics

This feature works in a similar way as to call analytics. The call data analysis that is generated using this VoIP feature helps call centers to understand performance during a certain period for any given set of phone numbers.

45 Click to Call

Using this feature, enterprises can empower their customers to click on a button on their website or mobile app and connect with a call center agent on a VoIP call. It seamlessly bridges the divide between various communication channels and offers omnichannel connectivity to customers.

46 Cloned Lines

This feature allows businesses to plug in multiple phone lines into a device even when they are using only one inbound phone number. With Cloned Lines, businesses require fewer phone numbers to receive a higher number of customer calls.

47 Geo-Redundancy

Most businesses have data centers that are spread across several locations and there are chances that one of them may shut down due to technical glitches or any other reason. If such a situation were to occur, this VoIP phone feature allows other locations to pick up the slack and therefore prevent any downtime from happening. This is a standard feature in the kitty of most service providers.

48   HIPAA and HITECH Compliance

Businesses working in the health sector require a VoIP phone system that is HIPAA (Health Insurance Portability and Accountability Act) and HITECH (Health Information Technology for Economic and Clinical Health) compliant when they are handling electronically-protected health information. Many VoIP service providers offer features like managed call recordings and data encryption. However, HIPAA compliance usually needs to be subscribed as an add-on feature.

49   Online Fax

If you are using a VoIP phone system, you can fax online in various ways. You can send and receive fax via emails or even a traditional fax machine. Internet faxing sends faxes via a T.38 compatible gateway, using the power of T.38 codec. Therefore, it does not require any analog fax machines to send across your fax. The codec works by changing the content of fax into an image, which is then sent as a data packet to the final location. Here it is changed back to a traditional fax.

50   No Answer Call Forwarding

This is a feature that is of great benefit for businesses that handle a lot of customer calls. If a customer service agent is not sitting on his desk and does not answer a customer call then it is automatically routed to another phone number where the call can be answered.

51   MMS Messaging

This is a multimedia messaging service that businesses can deploy to send images and videos besides the usual text that can be sent by a simple SMS. This feature makes it seamless for employees to collaborate and share important documents, data, presentations, etc.

52 International Local Numbers

This is an international virtual number that need not be shared with your local customers. Instead, businesses can provide their customers with an alternate local number that they can use to reach out to their call center. So even if a business is not present in a certain country, they can still operate with a local number making it easy for their customers to reach them.

53 Predictive Lead Scoring

Call centers and companies that are highly sales-driven can use this feature to rank the value of prospective customers or even leads. With a combination of CRM integration, AI, and in-depth customer information, Predictive Lead Scoring helps businesses identify which customer is likely to convert and remain loyal to their brand. This feature is usually not available as a default with most VoIP providers and needs to be subscribed to.

54 Rich Communications Services (RCS) Messaging

This messaging service is an upgraded and higher version of SMS. Using this feature, businesses can communicate with their customers using many more options than just text messages. They can send videos, images, and even add new participants to an existing conversation. It opens many more marketing doors for enterprises.

55 Vanity Numbers

This is a special number that businesses can opt for so that their customers can recall it easily. For instance, an enterprise that is into the business of baking could opt for a number like 1-800-CAKES. These numbers are a combination of digits and letters which make it smoother for customers to recall without having to refer to their stored contact list.

56 Skill-based Call Routing

A call center has several agents and they are usually adept at handling and resolving certain specific customer issues. Skill-based call routing helps to divert a call to a specific agent based on the nature of the issue that a customer is calling for. This routing delegation is done based on features like call history. This is usually a default feature present in most VoIP phones.

57 Shared Call Appearance

Using Shared Call Appearance an enterprise can share one business phone number across multiple devices. So whether a customer service executive is calling from a mobile phone, a softphone, or an IP desk phone, the number remains the same. This way, the duplicity of numbers doesn't happen and your customers don't get swamped by calls coming from multiple numbers.

58 Sentiment Analysis

This feature helps organizations understand the sentiments and attitudes of customers towards their brands. Sentiment Analysis uses the power of AI and predictive analytics to arrive at these insights. Using the result of this analysis, customer service executives can understand the moods of their customers better and ask for their supervisor's assistance if they are not able to handle a difficult call. This feature is an asset for enterprises as it boosts customer satisfaction.

59 Ring Groups

Using Ring Groups businesses have the option of getting several phones in the office to ring even though a customer's call is connected to a specific extension. This ensures that no customer call is missed.

60 Virtual Extensions

This is a cloud-based extension managing system that empowers businesses to go beyond being bound to a physical location. This virtual PBX extension is a great way for organizations to forward calls to their offices across the world or even to different personal devices. This is usually provided as a default feature by most VoIP service providers.

We are still not done with encapsulating the plethora of features that VoIP phone systems offer. To know more about the many other features that IP phones come packed with,

In the concluding part of the blog, we list another 30 **VoIP software development** features that enterprises can incorporate to boost productivity and streamline workflows. Using custom VoIP development systems, organizations can incorporate VoIP business solution features that fit their work models and allow their employees to communicate on the go and collaborate seamlessly.

61 Virtual Switchboard

Virtual switchboards have become a priority feature that is designed by VoIP development services to enable enterprises to receive, make, and transfer calls to varied devices and users. These switchboards eliminate the need for human operators and are controlled through a web portal or a control panel.

62 VoIP Control Panels

VoIP solutions providers have to create tech-enabled solutions in order to gather insights and to monitor the features that are most in-demand from their clients. The VoIP Control Panel is a handy tool in doing this, as it grants admins access to analytics, center performance, and service fine-tuning.

63 VoIP Caller ID

The feature enables businesses to find out who is calling them before they even answer a call. A primary benefit of this feature is that it helps them to avoid answering spam calls. There is an added benefit for call centers and customer service executives, who become better prepared to handle client calls.

64 Visual IVR

The feature has been specifically developed by specialized VoIP application development services to assist customers who are calling an enterprise or call center to identify the right department that they want to connect with. It saves them the hassle of unnecessarily pressing random buttons on their phones and reaching the wrong person.

65 Voicemail Greetings

This is a fun feature that is developed by a VoIP software development company in order to make calling a pleasant experience for customers. It allows enterprises to record a customized greeting for customers who reach a voicemail instead of being connected to a live agent.

66 Voicemail Forwarding

Using voicemail forwarding, VoIP solution providers empower enterprises to use a control panel to send and receive messages. They can receive these voicemail messages either individually or as an entire set.

67 Virtual Extensions

VoIP software development took a big turn towards turning virtual with virtual extensions. These cloud-based PBX extensions aren't located in a physical location and enable the forwarding of calls to offices located across geographies and even to various personal devices.

68 Visual Voicemail

This is another unique custom VoIP development feature, that is similar to a standard voicemail message but with an additional visual interface. This visual interface helps customer service executives go through messages and locate them easily, without having to go through old voicemails to reach the latest ones.

69 Uptime SLAs

A service level agreement is a critical document that outlines the service standards that a VoIP solutions provider offers to an enterprise. Uptime SLA is the number of times that the provider ensures that the services will be up and running. Most VoIP solutions providers guarantee a 99% uptime SLA to their customers.

70 Toll-free number

Most desk phone and landline users are familiar with toll-free numbers. Using this number, customers can connect with an enterprise without incurring any additional call charges on their phones. This usually comes as a default feature provided by VoIP development services.

71 Unlimited Voice Calls

Since internet-powered calls are cost-effective, several VoIP solution providers offer unlimited voice calls to their clients making VoIP calling a lucrative and budget-friendly solution for enterprises.

72 Time-based routing

This is a handy feature for VoIP business solutions in call centers that receive a constant stream of calls from their customers. Using time-based routing, VoIP-powered voice systems are programmed to route calls based on pre-recorded times, days, and months. For instance, if a customer calls after a call center's working hours then the calls are automatically routed to an auto-attendant.

73 Third-party integration

VoIP phone systems offer third-party CRM integrations which add whole new dimensions to the system by letting users access CRM contacts and dial directly from the dashboard. Offered by most VoIP software development companies today, this feature reduces several pain points like moving between solutions to access contact numbers and other client details.

74 Shared Call Appearance

This feature allows employees to access a single phone number across their smartphone, softphone, or IP phone. This **VoIP business solution** feature enables corporate workforces to work on the go and collaborate seamlessly with co-workers even while working remotely.

75 Skill-based call routing

Offered by most VoIP development companies, skill-based routing allows call centers to assign the right agents according to a customer's requirement. The routing system uses data like call history to decide which agent will be able to handle a customer call in the best way and assigns the call accordingly.

76 Remote Call Forwarding

Calls coming to a desk in an office can be forwarded to any portable device like a smartphone or a tablet using remote call forwarding. This enables employees to work on the go without worrying about missing important official calls. This service is included by most VoIP service providers in all their VoIP telephony plans.

77 Quality of Service

This is a unique feature that is usually provided by select VoIP software development companies. It is used to measure the performance of a call using criteria such as latency, packet loss, and jitter. This paid feature is not commonly found in basic plans. Enterprises looking to avail of the feature usually need to subscribe to higher enterprise-grade VoIP plans.

78 Progressive Dialing

This is a special software feature that helps call center agents to move through a list of contacts smoothly without any manual intervention. The dialer does the job of assigning calls to agents whenever they are available and filters out all hindrances like voicemail, answering machines, and busy call tones.

79 Priority Alerts

Every enterprise has a set of priority, high-value customers and they don't want to keep them on hold when they call. Priority Alerts are a handy feature for enterprises as they provide alerts and push notifications whenever an important customer calls. Most VoIP software development companies offer this feature as a default setting with their phone solutions.

80 Predictive Dialing

Call centers receive innumerable calls in a day and it becomes difficult for them to assign the right agent to handle the queries that they are best suited for. This is where predictive dialers come in as a useful feature. They enable enterprises to filter calls and use predictive analysis to determine which agent can handle the call and also check the agent's availability.

81 International Local Numbers

This unique feature developed by VoIP development services companies allows enterprises to work with a local number even though they might not have an office in the country. International virtual numbers are hosted virtually and can be used by organizations to provide customers with a local number that they can call on. It saves customers the cost of making international calls and helps businesses portray a global presence.

82 Free calling within companies

VoIP phone solutions bring another big benefit to enterprises by offering free intra-company calling. They work as an intercom system and employees don't need full numbers but can reach one another by just dialing an extension number – which could be as short as two or three digits. Most VoIP development services offer free company calling as a default feature.

83 Strengthening Mobility using Apps

VoIP phone solutions come in the form of applications that can be downloaded on any device – be it a smartphone, tablet, laptop, or desktop. This smoothens work processes for employees as they can work remotely and connect and collaborate with co-workers even when they're on the go.

84 No Answer Call Forwarding

Customers often do not answer calls that come from unknown numbers like that of a call center. In such a scenario, the No answer call forwarding feature ensures that the calls go to another, or alternate number. This makes it easier for businesses to reach a maximum number of customers in the shortest possible time.

85 Extension Menus

This messaging service is an upgraded and higher version of SMS. Using this feature, businesses can communicate with their customers using many more options than just text messages. They can send videos, images, and even add new participants to an existing conversation. It opens many more marketing doors for enterprises.

86 Custom Music on Hold

It is common for call centers to keep customers on hold while their agents are addressing other calls. Businesses can create, upload, and play audio files for their customers to listen to while they wait in a queue to speak with an agent. These audios can talk about the company's product or services and act as a promotional campaign as well.

87 Business Text Messaging

This feature can be used by enterprises to send text messages from their VoIP application to their entire database of customers. It reduces workflows and allows businesses to reach all the clients with a single click. This usually comes as a pre-set feature with most custom VoIP development solutions.

88 Automatic Service Failover

It is not uncommon for an internet service to falter or even fail at times. In such a situation, automatic service failover – which is also called A/B fallback switch – enables the VoIP solution to switch to any other network available for the enterprise. This way, organizations face no downtime and have smoothly functioning VoIP phone systems.

89 Advanced Call Management

Enterprises, especially call centers, use this feature to decide how customer calls are to be handled by their agents. The feature also allows them to block, prioritize or even put calls on hold so that high-value customers are never made to wait. This helps boost customer experiences and makes them feel valued.

90   Custom Ringback

If an enterprise wants its customers to hear a specific audio file about their business when they call, they can tap into this feature to do so. Custom Ringback enables businesses to upload audio files to their VoIP phone systems so that they can give their callers a voice-led sneak peek into their products or services when they call. This is not a default feature in VoIP solutions and is offered by custom VoIP development companies.

Conclusion

This list of VoIP features may seem exhaustive but it is only the tip of the iceberg. VoIP systems come packed with many more advanced yet lucrative features. Stay tuned to know more about the assets that VoIP can bring to your business.

Ecosmob Technologies is a world-renowned provider of carrier-grade software solutions and services. We strive to deliver innovative and client-centric solutions to help our customers achieve their business outcomes.

VoIP, of course, is our forte.

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