

Ecosmob is Offering the Best Business VoIP Services for 2024



Latest Insight

5 Myths of Switching
from On-Premises
PBX to Cloud PBX



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Industry Update

Slack AI is Now Generally
Available To Boost Productivity

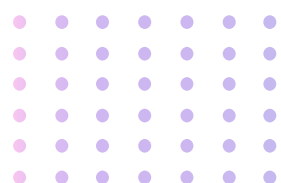


Brain Pick

Hybrid Work Office Design:
The Role of Focus Spaces

NEWSLETTER

ISSUE:26



5 Myths of Switching from On-Premises PBX to Cloud PBX

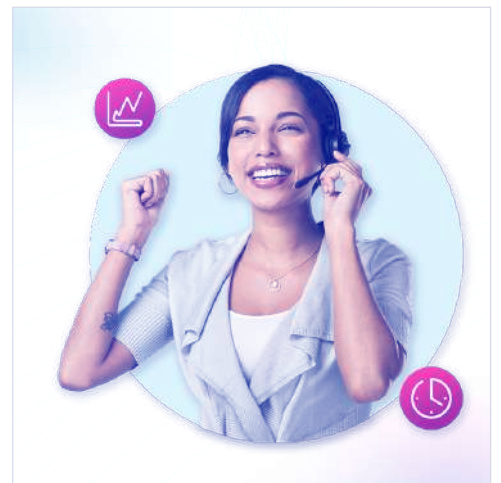
The transition from traditional on-premises PBX (Private Branch Exchange) systems to Cloud-based PBX solutions is becoming increasingly popular in business communication. This encouragement is fueled by the promise of enhanced flexibility, scalability, and cost-effectiveness that Cloud PBX solutions offer. However, many businesses still need to be more open to switching despite the apparent benefits due to prevalent myths and misconceptions surrounding cloud technology. [Read more](#)



Revolutionizing Telecom with AI: Your Guide to AI-Powered Automatic Call Distribution

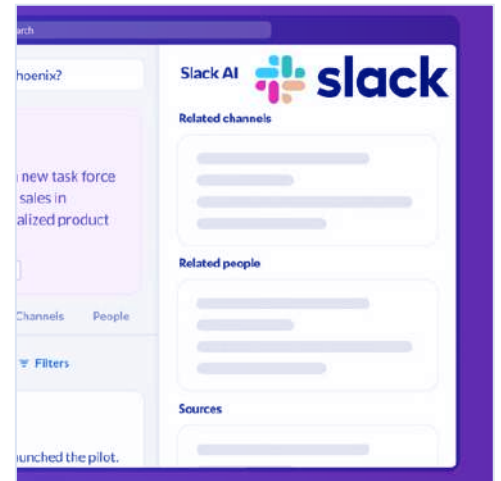
Imagine you're running a telecom company. You know the drill: customers calling in, expecting quick answers, and minimal wait times. But as call volumes spike, how do you keep up? Enter **AI-powered** Automatic Call Distribution (ACD), a game-changer in managing calls, ensuring your customers are immediately connected to the right person.

ACD, or **Automatic Call Distribution**, is the brain behind directing calls in your telecom operations. Think of it as the ultimate matchmaker, pairing up each caller with the best agent to help them. But when we add AI into the mix, it's like giving this brain a superpower. [Read more](#)



Slack AI is Now Generally Available To Boost Productivity

Salesforce has announced the general availability of Slack AI, a generative AI experience to enhance worker productivity. Slack AI, **first revealed** in September, is native to Slack's collaboration platform, meaning users can leverage the wealth of collective company knowledge shared within Slack through guided experiences powered by AI. These experiences encompass AI-powered search functionalities, channel recaps, thread summaries, and an upcoming "digests" feature that Salesforce is teasing. These capabilities empower users to rapidly [Read more](#)



Microsoft to Merge All Teams Versions Into One App

Microsoft plans to update Teams on Windows and Mac to support every version of a Teams account within one desktop app.

Regular Microsoft and Teams users might know that Teams accounts can be spread across work, school, and personal clients. Microsoft intends to combine these three types of Teams accounts into one desktop app, eliminating users needing several versions for different purposes.

This update should mean users across work, school, or personal Microsoft Teams accounts can seamlessly access the Teams desktop client's functionality.

[Read more](#)



Industry's leading publications abuzz with Ecosmob

Ecosmob is Offering the Best Business VoIP Services for 2024

The preferred technology for contemporary corporate phone systems is Voice-Over IP. At **Ecosmob**, we test the best cloud-based VoIP service providers to determine which offers the most value for your money. It is one of the leading VoIP solution development services providers that offer customizable, reliable, and scalable VoIP solutions. In addition, it uses various advanced technologies such as FreeSwitch, Kamailio, Opensips, Asterisk, and more to help businesses build quality telephony solutions for web conferencing, UCaaS, and more. Here are the 11 best VoIP service providers. You can compare the best VoIP service provider and choose the one that best suits your specific VoIP needs. Click here to read about it. [Read more](#)



Hybrid Work Office Design: The Role of Focus Spaces

The need for a comprehensive hybrid work office design strategy has grown dramatically in recent years. Although the number of companies implementing “**return to office**” mandates has increased since the start of 2023, employees still demand flexibility.

Companies that can’t offer their teams the right blend of spaces for collaborative, focused, and creative work risk losing essential levels of engagement, productivity, and crucial talent. While the structure and design of hybrid offices can vary depending on the

[Read more](#)

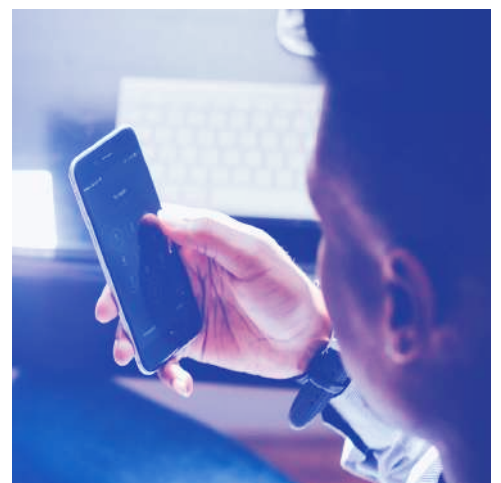


7 Reasons to Invest in the Future of Voice in 2024

The future of voice is something no company can afford to overlook. While it’s true that the way we communicate has evolved in recent years, leading to new trends for video, messaging, and SMS, voice is still our go-to method of communication. It’s how we interact with colleagues daily. Plus, it’s also how **61% of consumers** prefer to contact companies.

But the business voice landscape is evolving. Traditional enterprise telephony options are disappearing as we shift towards a new era of scalable, agile, and reliable cloud-based interactions. In fact, by 2032, the market for cloud telephony will be worth an incredible **\$51.5 billion**.

[Read more](#)



Ecosmob Technologies heralds a new age of communication. We build smart IT solutions that are high-end and help businesses grow their customer base. Our machine learning solutions empower AI to mimic the way your customers interact with your business.

VoIP, of course, is our forte.

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