

# Cloud VoIP



## The Future of Business Phone Systems

In the fast-paced world of business, communication is key. Since 1985, Teleco has been your trusted local expert in business phone systems, helping companies stay connected and competitive. As technology evolves, so do the solutions we offer. Here are the advantages of transitioning to our cloud VoIP (Voice over Internet Protocol) business phone system, showcasing why it is the superior choice over traditional on-premise phone systems.



**TELECO**  
Integrating Technologies



1

### Cost Savings

**Lower Initial Investment:** Cloud VoIP systems require minimal upfront costs since most of the infrastructure is hosted off-site.

**Reduced Maintenance Costs:** Say goodbye to expensive repairs and maintenance fees associated with on-premise equipment. Cloud VoIP systems are maintained by the provider, reducing your operational expenses.

**Free Long Distance:** Enjoy free calling within Canada.

2

### Scalability

**Easy to Scale:** Cloud VoIP systems grow with your business. Adding or removing users, lines and features is straightforward, accommodating your changing needs without significant investment.

**Pay-as-You-Go:** Only pay for what you use, ensuring cost-efficiency as your business scales.

3

### Flexibility and Mobility

**Remote Work Capabilities:** With cloud VoIP, your employees can access the system from anywhere with an internet connection, supporting remote and hybrid work models.

**Unified Communications:** Integrate with other business tools and systems, like CRM software, enhancing productivity and communication.

**Free Mobile App and Softphone:** Stay connected on the go with a free mobile app or softphone, allowing employees to make and receive calls from their smartphones or laptops. This ensures seamless communication, regardless of location and device.

4

### Advanced Features

**Feature-Rich:** Enjoy advanced features such as call forwarding, voicemail-to-email, paging, music-on-hold, multi-level auto-attendants, fax to email, call queues and hunt groups and call analytics.

**Regular Updates:** Continuous updates with the software, ensuring you always have access to the latest features and security enhancements.



## 5

### Call Center Functionality

**Enhanced Customer Support:** Cloud VoIP systems come equipped with robust call center features, designed to elevate your customer service experience. These include automatic call distribution (ACD), interactive voice response (IVR), and advanced call routing, ensuring that your customers are directed to the right agent efficiently and effectively.

**Real-Time Monitoring and Analytics:** Gain valuable insights into your call center operations with real-time monitoring and analytics. Track key performance indicators (KPIs), such as call duration, hold times, and agent performance, enabling you to make data-driven decisions to enhance service quality and operational efficiency.

**Basic Reporting:** Cloud VoIP systems provide comprehensive reporting tools that allow you to monitor call center agents' performance. Access detailed reports on call volumes, average handling times, call resolution rates, and agent productivity. These reports help you identify areas for improvement and optimize your call center operations.

**Scalability and Flexibility:** Easily scale your call center operations to meet seasonal demands or business growth. Cloud VoIP allows you to add or remove agents quickly and without the need for significant infrastructure changes.

**Remote Workforce Capabilities:** Empower your call center agents to work from anywhere. Cloud VoIP supports remote work, allowing your team to access the system from any location with an internet connection. This flexibility ensures uninterrupted service, regardless of where your agents are located.

**Improved Training and Coaching:** Utilize features such as call recording, live listening, and whisper coaching to train and support your call center agents. These tools help ensure that your team delivers exceptional service and stays aligned with your business goals.

## 6

### Reliability and Disaster Recovery

**Redundancy and Reliability:** Cloud VoIP providers offer high reliability with built-in redundancy across multiple data centers, ensuring uninterrupted service.

**Disaster Recovery:** In case of a local outage or disaster, your communication system remains operational, maintaining business continuity.

7

### Simplified Management

**Centralized Control:** Manage your entire phone system through a web-based dashboard, simplifying administration and configuration from anywhere you have internet.

8

### Future-Proofing

**Adapts to Technological Advances:** Cloud-based systems are better positioned to integrate with new technologies and services as they emerge.

**Seamless Upgrades:** Upgrading your system doesn't require new hardware purchases or extensive downtime, ensuring you stay ahead of the curve.

9

### Enhanced Security

**Robust Security Measures:** Cloud VoIP providers invest in advanced security protocols and practices to protect against cyber threats.

10

### Global Reach

**International Presence:** Easily set up local numbers and establish a presence in multiple regions without physical offices.

11

### Environmental Impact

**Reduced Carbon Footprint:** Less physical infrastructure means lower energy consumption and a reduced carbon footprint, aligning your business with eco-friendly practices.

**Consistent Communication:** Maintain consistent communication standards across all locations, ensuring a unified business presence.

Transitioning to a cloud VoIP system offers a myriad of benefits, from cost savings and scalability to enhanced security and global reach. As your local experts in business phone systems since 1985, we are here to guide you through this transition, ensuring your business remains connected, competitive, and ready for the future.

**Contact Teleco today, [sales@teleco.ca](mailto:sales@teleco.ca) to learn more about how cloud VoIP can transform your business communication.**



[sales@teleco.ca](mailto:sales@teleco.ca)



1218 Amber Drive  
Thunder Bay, ON  
P7B 6M5



[Teleco.ca](http://Teleco.ca)



807-345-2900