

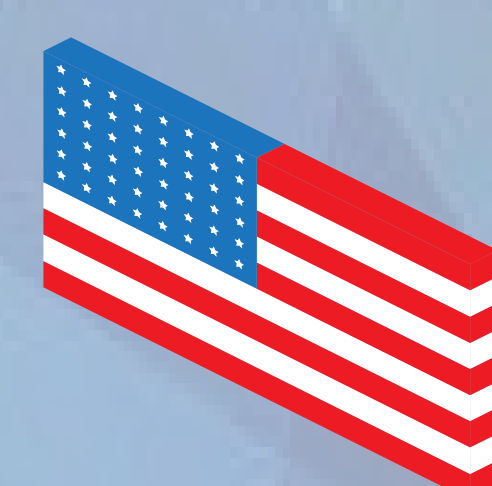
HOSTED PBX Buyer's Guide



The Real PBX

Click, Connect, Communicate

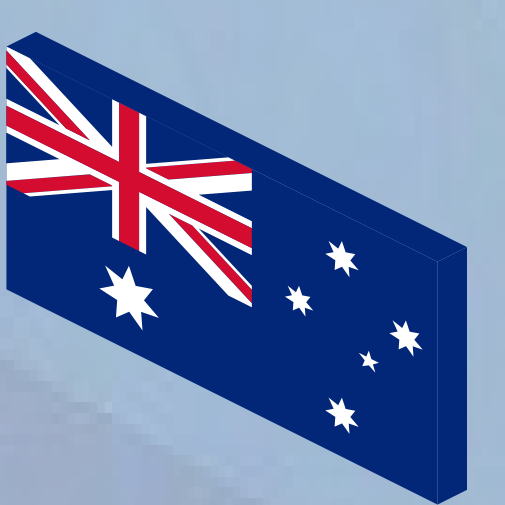
This buyer's Guide is brought to you by The Real PBX with the hope of helping businesses make better informed decisions. This buyer's guide offers businesses a comparison checklist and a plethora of factors to consider which highlight how The Real PBX can help such businesses with any hosted PBX requirements.



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INDEX

COMPARISION CHECKLIST

- Support
- Data Security
- Features

HOW HOSTED PBX WORKS

VARIOUS WAYS TO MAKE IP PBX CALLS

BENEFITS OF CLOUD HOSTED PBX SYSTEMS

- Amazing Support
- Hot Desking/ Roaming
- Lower Initial Cost
- Business Continuity
- Automatic Upgrades
- Anytime & Anywhere Access
- Better Customer Service
- Better Integration
- Capabilities & Reporting Metrics
- No Need for Extra Manpower
- Remote Working
- Pay as you Go

CONCLUSION

COMPARISON CHECKLIST

COMPARISON FACTORS	The Real PBX	SERVICE PROVIDER 1	SERVICE PROVIDER 2	SERVICE PROVIDER 3
Support				
Support style	FREE			
Technical Assistance	CHAT, EMAIL & PHONE			
Installation Support	YES			
Partial Port Support	YES			
*Support Duration	*LIFETIME			
Data Security Measures				
Firewall	YES			
IP Restriction	YES			
Data Recovery & Backup	YES			
Authorization Credentials	YES			
Feature List				
Free Softphone	YES			
Call Monitoring/Barge In	YES			
Call Routing/ Time of Day	YES			
Call Queue Management	YES			
Unlimited Calling	YES			
Vanity Numbers	YES			
Call Conferencing	YES			

Here is a little brief to help our readers understand and consider each factor mentioned in the above checklist.

SUPPORT

When choosing a cloud hosted PBX service provider, businesses should thoroughly consider the Support Style, Types of Technical assistance (Chat, E-mail, Phone), Installation Support, and Support Duration. This provides crucial information of the extent of technical support and assistance that they can expect from their chosen service provider.

DATA SECURITY MEASURES

Businesses at this point should methodically scrutinize the various data security measures put in place by their chosen service provider. They should absolutely take into consideration data security measures like the firewall, IP restriction and Authorization, and their Data recovery and backup protocols.

FEATURES

This is the most crucial element for comparing hosted PBX service providers. The top cloud hosted PBX features to consider are Call Monitoring/Barge In, Call routing/ Time of day, Call queue management, unlimited calling, vanity numbers, call conferencing, free softphone. Other features of hosted PBX are as follows,

Call Recording

Download recordings, analyze logs, and seek out missed sales opportunities with our Call recording feature. It also allows businesses to monitor existing interactional protocols and mitigate any possible future issues.

Call Routing

Lead your callers to the most relevant and equipped department or agent with our easy call routing option while creating exceptional customer experience.

Music on Hold

Create better caller experience with custom music on hold. Businesses can also use this feature to play up-selling and promotional messages to callers put on hold and keep them engaged.

Call Conferencing

Organize large scale call conferences with remote workers and other stakeholders with high quality audio through our advanced call conferencing feature.

Call Forwarding

Lead callers to their associated department, agent, or extension quickly and effortlessly with our call forwarding feature.

Call Hunting

With our intelligent 'Find me/follow me' call hunting feature never miss out incoming calls, regardless of location. It methodically dials multiple pre-mentioned numbers until the call is connected.

Call Transfer

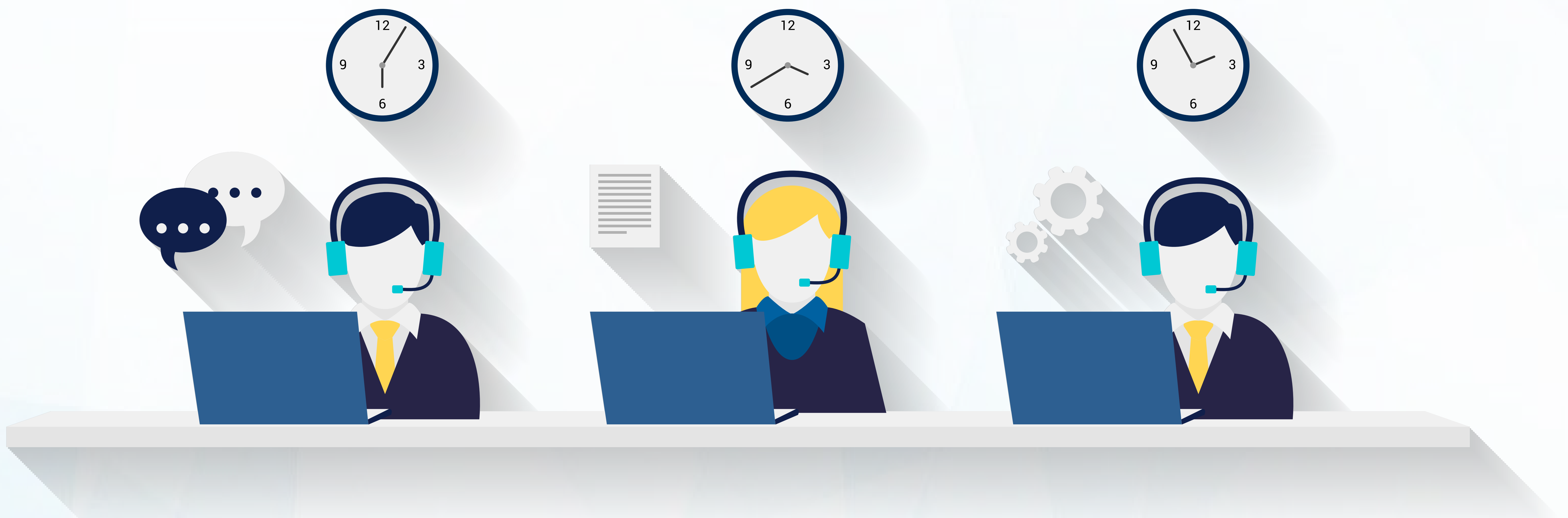
Transfer calls to various extensions and departments with our advanced call transfer feature. It allows businesses the capability to transfer customer calls to their associated department or extension with the least amount of hassle.

Call Parking

With our call parking features, agents can put the callers on hold and continue the interaction from another device or console, without losing the customer.

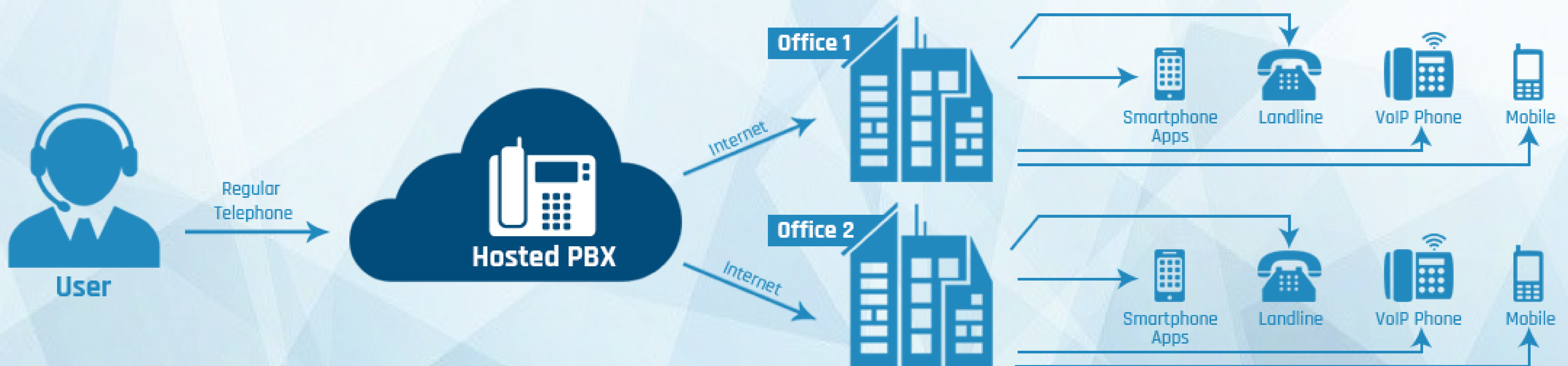
These are only but a few Hosted PBX features offered by The Real PBX. To check out the entire feature list, please [click here](#).

How Hosted PBX Works



Hosted PBX is no longer a 'buzzword' or 'an emerging trend.' Ranging from manufacturing, law enforcement, hospitality, fashion, medicine to science and banking, it has become part and parcel of almost every modern day industry.

One of the many reasons behind its increasing adoption rate is its most apparent business advantage of substantial cost savings. Upgrading traditional PBX systems to hosted phone systems can bestow upon businesses a wide range of enhanced capabilities to help run their businesses operations more efficiently.



With The Real PBX as your hosting service provider all the legwork off-site, regarding the management of all the PBX equipment, servers, and other essential software will be handles from our end. Our clients only need to procure the telephones and the phone lines themselves.

Various Ways To Make IP PBX Calls

Via ATA - One of the easiest ways to make VoIP PBX calls is using an ATA. Analog Telephony Adapters (ATA) are analog to digital converters which converts the analog signals from traditional phones and converts it into digital data, to make it transferable over the internet.

Via IP Phone - Phones that have RJ-45 Ethernet connectors instead of standard RJ-11 phone connectors and appear like normal phones, with buttons, handset, and cradle. They have all software and hardware pre-installed on board to connect the phones directly to the broadband network to make IP PBX calls.

Via Computer to Computer - To support such calls you just need a microphone, speakers, and a high-speed internet connection to make business PBX calls.



Needless to say that a hosted PBX system offers numerous options and features for businesses to develop their communication framework around and can work wonders for any call center environment bringing a different level of efficacy to each and every element of a business.

Basically, a hosted PBX system, if properly implemented, enables any business to communicate better and develop and maintain operational protocols which constantly keep enhancing the level of communication in all areas of the business.

Benefits of Cloud Hosted PBX Systems

Amazing Support

A dedicated team of Microsoft certified professionals provide free 24x7 technical support comprising of installation and service setup.

Hot Desking/Roaming

The Real PBX offers a comprehensive communication-as-a-service platform that enables businesses to pay-per-usage and scale-up its services as required. For instance, if you need 5 lines but later on, wish to upgrade to 10 lines, we have got you covered.

Based upon the task at hand you can easily move your offices to another location without any changes in virtual operation setup. Hosted PBX solutions offered by The Real PBX offer plug-and-play setup by eliminating the need for setting up equipment and devices at the other location. In contrast, any kind of relocation in case of traditional PBX setup requires extensions to be re-patched and adjustments at the new location.

Lower Initial Cost

With The Real PBX hosted PBX solutions, you don't have to buy back-end equipment or phone lines. You just need a good internet connection.

Business Continuity

Keep businesses running 24x7, ensuring business continuity, eliminating the need to have business continuity plan even in the case of disasters. Remotely working teams can answer calls using their personal cell phones and single-number reachability feature, making geographical workforce separation irrelevant. With multiple backups and data security methods built using latest encryption methods and firewalls, with The Real PBX, business continuity never becomes an issue, even in the case of natural disasters.

Supposedly in case of internet malfunction or any other such issue, all of your calls are automatically routed to the agent's cell phones. Furthermore, professional greetings can be recorded and played to the callers in such situations, informing your relevant information, which projects an image of a reliable business.

Automatic upgrades

Free and automatic upgrades for software is done through the cloud. With no expensive hardware, your business can be assured of having the most up-to-date phone system available. This makes users focus upon productive chores only and run communications the way they want.

Anytime & anywhere access

The most sought after benefit of cloud hosted PBX systems is that it offers its users anytime & anywhere access to the systems and its features. All the user needs is a compatible device with internet connectivity.

Better integration capabilities & reporting metrics

Our hosted PBX service offers our clients exceptional integration capabilities which includes numerous leading business tools and utilities such as CRM and marketing tools. We also offer comprehensive and actionable reporting metrics through our intuitive dashboards, which helps businesses analyze their current operations and campaigns.

No need for extra manpower

With our hosted PBX service the need to employ skilled IT professionals to maintain the hardware at each and every office location is eliminated as only a single person can easily handle all configuration changes and system modifications easily through our secure portal.

Remote working

Our hosted PBX service supports and promotes remote working. This enables businesses to offer flexible timings and a more productive work environment.

Pay as you go

Our pricing plans based on the 'Pay as you go' approach which means that our clients are billed based on how much resource they use. This also allows them the capability to up-scale or down-scale their requirement according to their existing business demand.

Better customer service

Needless to say that with the help of our hosted PBX services, businesses gain many new and advantageous tools and utilities to deliver better customer service.



CONCLUSION

The famous French philosopher Jean de La Bruyère, once famously said that “Those who make the worst of their time complain about its shortness the most.” In other words, you will seldom end up complaining about things not done in time if your time management skills are superb.

The importance of this statement is quite apparent in today's fast-paced digital world. We, at The Real PBX, have designed an innovative cloud communication platform to let businesses stop wasting time on non-productive and repetitive tasks and utilize their valuable time more efficiently.

We offer our clients a convenient and comprehensive suite of hosted products, which includes toll-free numbers, dialers, IVRs, internet faxing, and much more.

Our enterprise-grade solutions enable your customers to engage with your business using multiple communication channels such as voice-mail, email, social media, and chat.

With such a plethora of services, products, and solutions, we intend to help our clients simplify their business communication needs and at the same time make it more reliable.

This buyer's guide was created with the intent of explaining the nuances of our [Hosted PBX services](#) to help businesses make better and informed buying decisions.

Still wondering?

Try it FREE for 10-days and move your business communications to the cloud.

Please visit our website: www.therealpbx.com for more information.