

How to Choose a Phone System By Batts Communications



A telephone system. It is a big expense. It's also one of the most critical components of most businesses.

But which one? The number of choices out there can be overwhelming, not to mention the various options, prices and providers. To help you sort out the best system for your particular situation, we've come up with a set of guidelines that will get you started.

4 Considerations in Choosing a Phone System

1. How many people are in your office?

The kind of phone system that you select depends on how many employees your company has, and how many phone units (extensions) are needed. Just because you have eight employees in your company, though, doesn't necessarily mean you need eight extensions. If you have an employee whose job is valet parker, odds are that he won't need his own phone extension. Phone systems allow an allotted number of extensions, but some can add extensions to make them even larger.

2. What is the expected growth rate of your office?

A phone system is something that you will have in your office for a long time, so a good rule of thumb is to think optimistically when figuring out the number of extensions needed in your office in terms of the size of your company in the near future (get ready, we're about to do some math here).

Assume that your company will have some growth over the next couple of years and install the amount of phones based on that number, instead of using the exact number of employees you currently have. Normally, company growth in a new venture would be roughly 50% over the next two years, so if you have 10 employees, assume that you will have 15 within two years. It is better to have a couple of extra phones than to have to install new extensions every time another employee comes into the fold. However, don't plan too far into the future. If your company doesn't grow, you'll have wasted a lot of money if you over estimate.

The best way to avoid many of these problems is to buy a modular system. This will give you the ability to increase the size of your system as you grow, and all you will have to buy is phone sets or expansion cards.

3. How much phone traffic do you have?

Some offices deal with hundreds of clients a day over the phone, while some get so few calls you need to pick up the line every hour to see if it's working. The greater the volume, the more you will need from your phone system, and this is especially true when it comes to voice mail.

The size of your voice mail depends on how many phone calls it can take at one time, and how much message storage it has. Voice mail is setup with ports, which are lines of access for your voice mail system. Every time a person accesses voice mail, whether it is an outside caller leaving a message or an employee checking their calls, this takes up a port. When you find out the number of ports in a potential system, ask yourself, "Is this enough ports for my business?"

4. How much service, support and training do you need?

When choosing a telephone system, make sure that the installer and trainer are licensed representatives of the manufacturer. The standard warranty for a phone system is one year for parts and labor, but extended warranties can be negotiated with the vendor. A two-hour training course is generally provided by the installer and should be included in the installation package.

Make sure when choosing a phone system, you pick a company that has your best interests at heart. A quality company will be fast with its service and accurate with the answers that you need. A good test is to call up the number of the service department of the company and see how fast they get to you, and if they can answer some basic questions quickly and directly.



Communications Services, Inc.

Please contact us with any questions about purchasing or upgrading your business telephone system.

(816) 353-4884

(866) 539-3630

www.battscom.net