



Phone Systems, Then and Now

Not too long ago your only choice for phone systems were relatively inexpensive 4-line cordless systems with limited capabilities, a considerably more expensive “KSU” that supported 12 to 15 phones and had a limited auto attendant that you couldn’t program or a full-fledged PBX that could handle hundreds of phones that could set you back a fortune to buy and another fortune to maintain.

All that has changed pretty dramatically. Now on-premise PBX systems that rival or exceed the expensive systems of old are relatively inexpensive to buy and maintain. Phones are about the same per phone, but the phones of today have many more features and capabilities. Besides on-premise systems, there are now cloud PBX’s that have the same features as on-premise PBX systems and are billed by phone for all services. Another way to look at cloud services is that instead of paying per line, you pay per phone and the total cost can be less than what you are paying ATT plus getting a full-feature PBX with some really cool features.



What are those features? The most popular one is the Smart Phone App that makes your Smart Phone an extension of your Phone System. Another is the extensive capabilities of the Auto Attendant. One other advanced feature is call center capabilities. Some systems include a few call center capabilities with their base package like: Call recording, call listening, call whisper, call barge-in, all-call status and wait for next available representative.



There are serious differences between different premise and cloud PBX’s. Learning and understanding the feature differences is something you should be aware of before you settle on a system/provider. Ellegent stays current on most of the current software PBX’s on the market and can help you make an informed decision.

