

Five Things People Hate about Their Business Phone System / Service

1. ***“It is not reliable”*** – this is probably the worst one. An unreliable phone service causes all sorts of issues for both the team and customers alike. Since a lot of people have mobile phones these days, some will use those instead of addressing the phone system issue. This is a viable work around, but if you need call records, call recordings or need to easily reconcile phone bills it’s not a good solution.
2. ***“It does not do what we need”*** – either through changing requirements, a poor initial specification or just a lack of diligence from the original supplier, you have ended up with a phone system that does not actually do what you want it to in terms of basic call routing plus other functions that don’t make sense.
3. ***“It does not represent us properly”*** – your phone system (like your website) can be the one of the first points of contact between your potential customers and your company. While people will spend a lot on a website in terms of aesthetics and usability, this level of attention is rarely given to the phone system. And yet it is quite possible for a phone system to be customised to properly represent your company – all the way from the voice used for the prompts to the flow of the calls, to any music that is used, and much more.
4. ***“It is not under our control”*** – sometimes companies are pretty self-sufficient in terms of looking after their own mail servers, website, and other IT infrastructure, but there is a box in the corner that they are just not allowed to touch... the phone system! This does not need to be the case. If you are the kind of company that wants to be in direct control of your phone system, or alternatively if you prefer to have it administered for you, it is possible to have a cost-effective way of making sure any changes you need are applied quickly and thoroughly.
5. ***“We cannot choose our phones”*** – a lot of ‘old-school’ phone systems restrict the range of handsets you can attach to the system. You may want or need a good selection of phones for offices, the factory floor, the reception desk, the conference room, etc. You may need cordless phones for some parts of the business and headsets for some people. TeleSpeak phone systems allow you to choose the best-of-breed phones for each individual use in your business, without limits.